



UNITED NATIONS
ARMENIA



UN Country Team in Armenia Country Results Report 2020

Armenia - UN Development Assistance Framework (UNDAF) 2016-2020

March 2021

A boy completes the wall mosaic of 17 Goals within the frame of events dedicated to the UN 70th anniversary and Sustainable Development Goals.
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TABLE OF CONTENT

Foreword	5
United Nations Country Team In Armenia	7
Key Development Partners of the UN Development System in Armenia	9
Chapter 1: Key Developments in Armenia and Regional Context	11
Chapter 2: UNCT Armenia Support to National Development Priorities in 2020	15
2.1. Overview of the 2016-2020 UNDAF Results	15
2.2. UNDAF Priorities, Outcomes and Outputs: Implementation Progress in 2020	23
2.3. Support to Partnerships and Financing the 2030 Agenda	71
2.4 Results of the UN working more and better together: UN coherence, effectiveness and efficiency	73
2.5 Evaluations and Lessons Learned	75
2.6 Financial Overview and Resource Mobilization	76
Chapter 3: UNCT Key Focus for 2021	77



List of Abbreviations

ADA	Austrian Development Agency	MoLSA	Ministry of Labor and Social Affairs
ADB	Asian Development Bank	MoESCS	Ministry of Education, Science, Culture, and Sports
AHAOP	Association of Healthcare and Assistance to Older People	MoU	Memorandum of Understanding
AMD	Armenian Dram	NCET	National Center of Educational Technologies
ARCS	Armenian Red Cross Society	NDC	Nationally Determined Contributions
BF	Breastfeeding	NGO	Non-governmental Organization
BG	Border Guard	NK	Nagorno-Karabakh
BMS	Breast Milk Substitute	NPM	National Preventive Mechanism
BOS	Business Operation Strategy	OHCHR	Office of the High Commissioner for Human Rights
CCA	Common Country Analysis	OSCE	Organization for Security and Co-operation in Europe
CPD	Country Programme Document	PoC	Persons of Concern
CPEM	Child-focused Public Expenditure Measurement	PPE	Personal Protective Equipment
CSO	Civil Society Organization	PSS	Psychosocial Support
CWD	Children with Disabilities	RCO	The Office of the Resident Coordinator
DAD	Development Assistance Database	RECP	Regional Comprehensive Economic Partnership
DPCF	Development Partners Coordination Forum	RH	Reproductive Health
DV	Domestic Violence	SDG	Sustainable Development Goals
ECD	Early Childhood Development	SEIA	Socio-Economic Impact Assessment
EE	Energy Efficiency	SERRP	Socio-Economic Response and Recovery Plan
EMIS	Education Management Information System	SEN	Special Education Needs
EU	European Union	SME	Small and Medium-sized Enterprises
FAO	Food and Agriculture Organization	SSW	Social Service Workforce
FCTC	Framework Convention on Tobacco Control	UNAIDS	Joint United Nations Programme on HIV/AIDS
GBV	Gender-Based Violence	UN HABITAT	United Nations Human Settlements Programme
GEF	Global Environment Facility	UN WOMEN	United Nations Entity for Gender Equality and Empowerment of Women
GEWE	Gender Equality and Women's Empowerment	UNCT	United Nations Country Team
GHG	Greenhouse Gas	UNDAF	United Nations Development Assistance Framework
GIS	Geographic Information System	UNDP	United Nations Development Programme
GoA	Government of Armenia	UNDRR	United Nations Office for Disaster Risk Reduction
GPE	Global Partnership for Education	UNESCO	United Nations Educational, Scientific and Cultural Organization
HRAP	Human Rights Action Plan	UNHCR	United Nations High Commissioner for Refugees
HRDO	Office of the Human Rights Defender of the Republic of Armenia	UNICEF	United Nations Children's Fund
IARP	Inter-Agency Humanitarian Response Plan	UNIDO	United Nations Industrial Development Organization
ICAO	International Civil Aviation Organization	UNODC	United Nations Office on Drugs and Crime
ICT	Information and Communication Technologies	UN RC	UN Resident Coordinator
IFI	International Finance Institutions	UNRCO	United Nations Resident Coordinator's Office
IGTG	Internal Gender Theme Group	UNSDCF	UN Sustainable Development Cooperation Framework
INFF	Integrated National Financial Framework	WFP	World Food Programme
IAWG	Inter-Agency Working Group		
IOM	International Organization for Migration		
ISO	International Organization for Standardization		
M&E	Monitoring and Evaluation		
MHPSS	Mental Health and Psychosocial Support		
MISP	Minimum Initial Service Package		
MoH	Ministry of Health		

FOREWORD



On behalf of the United Nations Country Team (UNCT) in Armenia, I am pleased to present our Country Results Report for 2020, the final year of implementation under the 2016-2020 UN Development Assistance Framework. As we prepare to launch our first post-UN reform Sustainable Development Cooperation Framework (UNSDCF) 2021-2025, we reflect on the unprecedented dual crises Armenia faced over the past year, the global COVID-19 pandemic and the renewed conflict in and around Nagorno-Karabakh. These overlapping crises together exposed the entire population to a range of traumas, from significant loss of life to extensive economic

and social costs, especially affecting the poor and most vulnerable.

Working with our partners in Government, civil society, the private sector, and the international development community, the UN in Armenia responded to both crises rapidly, launching integrated, multi-sectoral initiatives linking the coordination of humanitarian responses with longer-term socio-economic recovery programming. In total, we brought together more than 50 partner organizations who mobilized nearly \$30 million for people in need of crisis relief.

The unfolding global COVID-19 Pandemic reached Armenia in early 2020, leading to a national lockdown by mid-March. The UNCT launched two key platforms for action, first the WHO-led Country Preparedness and Response Plan to help authorities strengthen the national COVID response, followed by the Socio-Economic Response and Recovery Plan (SERRP) developed collectively by the UNCT under the overall guidance of the Resident Coordinator's Office with technical lead from UNDP. We greatly appreciated the support of the Government, civil society and international partners in putting this plan into action with a sense of urgency.

The emergence and aftermath of large-scale fighting in the Nagorno-Karabakh conflict in Fall 2020 created new and immediate humanitarian needs and added significant pressure on existing national response

capacities, especially on social, health and economic systems, as well as broad societal distress. The UN in Armenia responded from the beginning and established a coordination platform bringing together humanitarian and recovery organizations to mount rapid support. Building on this early action and needs assessments, the UN soon launched the Inter-Agency Humanitarian Response Plan (IARP) under the leadership of the UN Resident Coordinator's Office and with support from UNHCR. The IARP joined up efforts of the entire UNCT with Government and NGO partners to provide targeted aid and support to tens of thousands of people who fled from in and around Nagorno-Karabakh to Armenia, as well as support to their host communities. This support continues into 2021 and will remain as long as there is need.

As the co-chair of Development Partners Coordination Forum together with Deputy Prime Minister Grigoryan, the UN has been able to help facilitate the coordination and engagement of over thirteen bilateral and seventeen international organizations operating in Armenia. In 2020, we pursued an extensive multi-stakeholder consultation effort with national and international partners to help us identify strategic priorities to focus our collective efforts. As a result, the 2021-2025 UNSDCF is anchored in the national development priorities and strongly aligned with government and development partner agendas. Moving forward, the newly established National SDG Council will serve

as the primary coordination platform for UNSDCF implementation, ensuring continued congruence with the Government's ongoing reform agenda.

Dear colleagues, as we marked the 75th Anniversary of the founding of the United Nations and the second year of the Secretary-General's UN reform agenda, the crises we have faced together in the past year demonstrated with unexpected urgency that the need for strong collective, multilateral action and solidarity is as great as ever. In the words of the UN Secretary-General, "Our power to transform the current situation into a better world and future for all depends on everyone, everywhere".

Here in Armenia, we believe we have helped set a firm foundation together with our partners, not only to support immediate humanitarian needs, but to help achieve the overarching goal of a resilient recovery, 'building back better' along a greener and more sustainable, more peaceful path to delivering on Agenda 2030 and the Sustainable Development Goals for all people. We in the UN Country Team will strive to continue to be a positive force, helping bring people together to make that change happen.

Shombi Sharp
Resident Coordinator
United Nations in Armenia

United Nations Country Team in Armenia

In 2015, thirteen UN agencies, funds, and programmes signed the 2016-2020 UN Development Assistance Framework (UNDAF), underscoring their joint commitment towards the fulfilment of its goals. Throughout 2016-2020, three more agencies joined the UNCT, contributing to UNDAF results as part of its overall operational footprint.

Following the formulation of 2021-2025 United Nations Sustainable Development Cooperation Framework (UNSDCF) for Armenia, the UNCT undertook a configuration exercise to assess the UN capacities and resources required to deliver on the UNSDCF results. As part of this process, United Nations Entity for Gender Equality and Empowerment of Women (UN WOMEN), International Organization for Migration (IOM), Office of the High Commissioner for Human Rights (OHCHR), United Nations Office for Disaster Risk Reduction (UNDRR), United Nations Office on Drugs and Crime (UNODC) and United Nations Human Settlements Programme (UN HABITAT), that were not signatories to 2016-2020 UNDAF, have committed to sign the new UNSDCF and deliver across its results. As such, nineteen resident and non-resident UN entities¹ will contribute coherently and effectively to the achievement of the results set in the UNSDCF, as UNCT members for the new 2021-2025 cycle, under the overall leadership of the UN Resident Coordinator (UN RC), the designated representative of the UN Secretary General for development operations in the country.

Resident UN Agencies

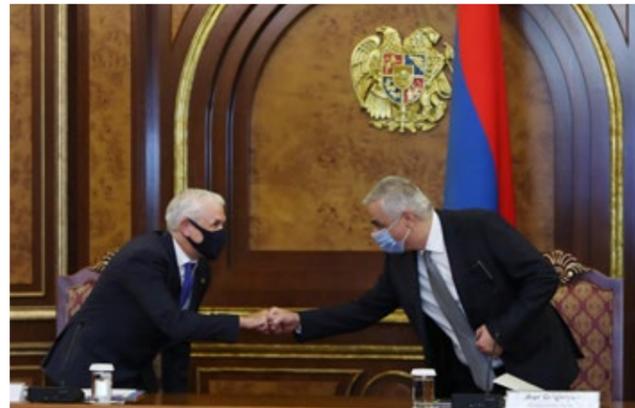


Non-resident UN Agencies



1. UNDP, UNICEF, UNFPA, WFP, WHO, UNIDO, FAO, ILO, UNHCR, IOM, UNAIDS, UNECE, UNESCO, UN WOMEN, OHCHR, UNDRR, UN-HABITAT, UNCTAD, UNODC

Key Development Partners of the UN Development System in Armenia



Development Partners Cooperation Forum, co-chaired by the Deputy Prime Minister, Mher Grigoryan, and the UN Resident Coordinator in Armenia, Shombi Sharp. ©Government of Armenia/2020

Partnership with the Government of Armenia (GoA), specifically with the offices of the two Deputy Prime Ministers, the Ministry of Foreign Affairs and all line ministries and local government, has been instrumental in supporting the implementation of the Agenda 2030 in the country. The key national partners in the implementation of 2016-2020 UNDAF have also included civil society organizations (CSO), international finance institutions (IFI), development partners, private sector, academia, and international non-governmental organizations (NGO).



DPCF convened to address ongoing and longer term COVID-19 response and recovery needs. ©Government of Armenia/2020

Development Partners Coordination Forum (DPCF), co-chaired by the Deputy Prime Minister and the UN RC, has served as the key collaboration platform for development partners, facilitating donor coordination and engagement of thirteen foreign country representations and seventeen international organizations operating in the country. UNCT has actively collaborated with IFIs and development agencies and/or initiatives, including those of the US, the UK, the Russian Federation, Germany, Japan, the Bulgarian Government, the Swiss Development Cooperation, Austrian Development Cooperation/ Agency, World bank and the

European Union (EU) Delegation to Armenia. In 2020, UNCT in Armenia pursued extensive multistakeholder consultations with national partners to identify the strategic priorities and related development results in which to invest its collective efforts, capacities, and resources in the upcoming five years. The 2021-2025 UNSDCF design evolved from situational analyses and benefitted from consultations with a broad range of stakeholders, including:

- GoA, line ministries and Parliament;
- Discussions with more than 50 CSOs, representing people faced with different forms of deprivation, disadvantage and discrimination;
- Stakeholder survey with 65 partner organizations, including international development partners, national civil society organizations representing different societal groups, the private sector, academia, and media;
- UN75 survey, contextualised for Armenia to generate the views of 6148 people living in Armenia on the long-term priorities for Armenia, the role and contribution of the

UN in Armenia for the desired changes, and expectations from the UN in Armenia to support the people's vision of Armenia.

As such, the 2021-2025 UNSDCF is anchored in national development priorities, strongly aligned with government and development partner agendas. The newly established National Sustainable Development Goals (SDG) Council will act as an overall platform for UNSDCF implementation, aligning UNSDCF implementation with the Government's ongoing reform agenda as well as engaging in regular monitoring of the implementation of SDG targets and indices in the frame of the UNSDCF and long-term sectoral policies, strategies, and programme. Achieving the SDGs in Armenia's context will require expanded partnerships as well as massive realignment of financial resources, both public and private. Clear links between policies, planning, and budgeting processes will need to be established. Innovative and evidence-driven mechanisms will also be adopted to leverage expanded partnerships and multiple sources of development financing.



2021-2025 UNSDCF consultations with civil society. ©UN Armenia/2020/Alikhanova



2021-2025 UNSDCF consultations with the Government and line ministries. ©Government of Armenia/2020



2021-2025 UNSDCF consultations with the Government and line ministries. ©Government of Armenia/2020



2021-2025 UNSDCF consultations with parliamentarians. ©National Assembly of Armenia/2020

Chapter 1: Key Developments in Armenia and Regional Context

The year 2020 saw challenging and dramatic developments for Armenia. The beginning of the year was marked by the global COVID-19 pandemic that spared no country and Armenia was no exception. The pandemic directly impacted people, communities, and economies, exposing the profound structural fragilities of institutions, exacerbating pre-existing inequalities, and deepening social and economic vulnerabilities. While the long-term impact of the pandemic remains uncertain, the findings of the Socio-Economic Impact Assessment (SEIA) for Armenia conducted by the UN highlights structural challenges as well as emerging inequalities and vulnerabilities that risk an escalation of the health, economic and social impacts of the COVID-19 crisis in the long-term. Armenia's marzes and communities were seriously hit by the spread of COVID-19 virus across the country and the multilayer economic shocks imposed by the pandemic. COVID-19 has naturally impacted the health status of people nationwide. However, it has had a much stronger negative impact on the psychological and emotional health of people. The Armenian educational system greatly suffered during the pandemic, due to the lack of Information and Communication Technologies (ICT) infrastructure and equipment preventing many children in both urban and rural areas from participating in online sessions.²

On 12 July, amidst the COVID-19 pandemic, clashes broke out on the international border between Armenia and Azerbaijan, which further complicated the already fragile prospects for a negotiated solution to the Nagorno-Karabakh (NK) conflict. On 27 September 2020, heavy clashes broke out along the line of contact (LoC) and quickly expanded to other areas in and around Nagorno-Karabakh, until a nine-point ceasefire agreement was signed between Armenia and Azerbaijan during the night of 9-10 November. The six weeks of conflict resulted in significant civilian casualties and

the destruction of many houses and public infrastructure in and around Nagorno-Karabakh conflict zone, including schools, roads and communication networks. As a result, at the peak of the crisis, it is estimated that the majority of the population living in Nagorno-Karabakh had fled to Armenia.

According to the Armenian Migration Service, some 90,000 persons were in a refugee-like situation in Armenia, spread across the ten regions of the country³ and Yerevan. The vast majority among them (around 88 percent) are women and children.⁴ At the same time, various reports indicate that between 20,000 to 50,000 individuals have returned to Nagorno-Karabakh since mid-November, but the nature and sustainability of these returns are yet to be determined. While the ceasefire agreement is currently holding, concerns have emerged due to reports of punctual incidents, which could affect the willingness of the population from Nagorno-Karabakh to return. Due to the severely damaged infrastructure and concerns over security in Nagorno-Karabakh, the majority of the refugee-like population in Armenia will likely opt to remain in Armenia for the coming months. This is corroborated by preliminary intention surveys showing that 70 per cent of arrivals to Armenia from Nagorno-Karabakh have no intention to return for now or remain unsure.

“Together with our partners here in Armenia, the UN Country Team have been working hard since the beginning of the conflict to help meet the critical needs of people forced to flee their homes.”

***- UN RC in Armenia,
Shombi Sharp***

2. [The rapid nationwide Social and Economic Impact Assessment \(SEIA\)](#) was undertaken by UNDP, as the technical lead for the UN's socio-economic response in Armenia under the leadership of the UNRC, in partnership with UNFPA, UNAIDS, UN Women, and the Asian Development Bank and the generous technical support and inputs from other UN agencies, and IFIs.

3. Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk, Lori, Shirak, Syunik, Tavush, and Vayots Dzor

4. REACH Rapid Needs Assessment of Displaced Population from Nagorno-Karabakh, 10-20 October 2020.

Inter-agency Response to the Nagorno-Karabakh Conflict

With the beginning of the conflict, the UN system in Armenia immediately established a flexible and scalable coordination structure under the leadership of the Resident Coordinator's Office and UNHCR to coordinate humanitarian efforts and maximize the efficiency of the response in Armenia to the crisis in Nagorno Karabakh (NK). The coordination structure (See Figure 1) continues to operate to date and remains centered around four main humanitarian Working Groups (WG) – Shelter and NFIs (UNHCR lead), Protection (UNHCR lead), Food Security and Nutrition (WFP lead), and Health (WHO lead) – as well as a fifth Working Group on Early Recovery (UNDP lead) allowing mainstreaming of longer-term initiatives that strengthen communities in Armenia and ensuring a humanitarian-development nexus. Additional Sub-Working Groups were established in the area of Child Protection, Education, humanitarian cash transfer programming as well as on Mental Health and Psychosocial Support. These technical Working Groups form the backbone of the coordination of the humanitarian response in Armenia. They serve to mobilize and strengthen coordination and collaboration among the different UN agencies, international organizations, local and international NGOs with the ultimate goal to ensure provision of most efficient, swift and cost-effective humanitarian response to challenges generated by the conflict in NK. Overall, 13 UN agencies, 22 international NGOs, 19 national NGOs, 2 intergovernmental organisations, 5 Government entities and 1 international organization are part of the coordination system.

Comprehensive interagency coordination and communication is ensured through the Coordination Steering Group (CSG) comprised of the Working Group chairs and co-lead by the UN Resident Coordinator's Office and UNHCR. The CSG is supported by an Information Management WG to ensure a harmonized approach among agencies and partners in collecting information on activities and to

facilitate data and information gathering as well as dissemination. A Technical Reference Group on Mental Health and Psychosocial Support as well as on Gender ensures a coordinated and effective approaches across WGs.

At the Principals level, the coordination structure brings together the Resident Coordinator and Heads of UN Agencies to ensure overall alignment and clear guidance of the humanitarian response. The coordination model has been communicated to the Government of Armenia and enables engagement of Government representatives at all levels. Given the fluidity of the crisis, the coordination modalities were reviewed continuously and adjusted according to the evolving situation on the ground, in full respect of globally established mandated roles and responsibilities.

In December 2020, the Coordination Team successfully applied for a Central Emergency Relief Fund (CERF) Rapid Response funding window. After extensive discussion with the CERF Secretariat, UNICEF, IOM, and UNHCR were awarded a total of USD 2M in mid- January to cover lifesaving needs in three sectors (Protection, including child protection and education, Health and Shelter/NFI). It is to be noted that the amount requested constitutes around 3.2% of the overall financial requirements identified for all sectors, which - as per the Inter-Agency Response Plan.

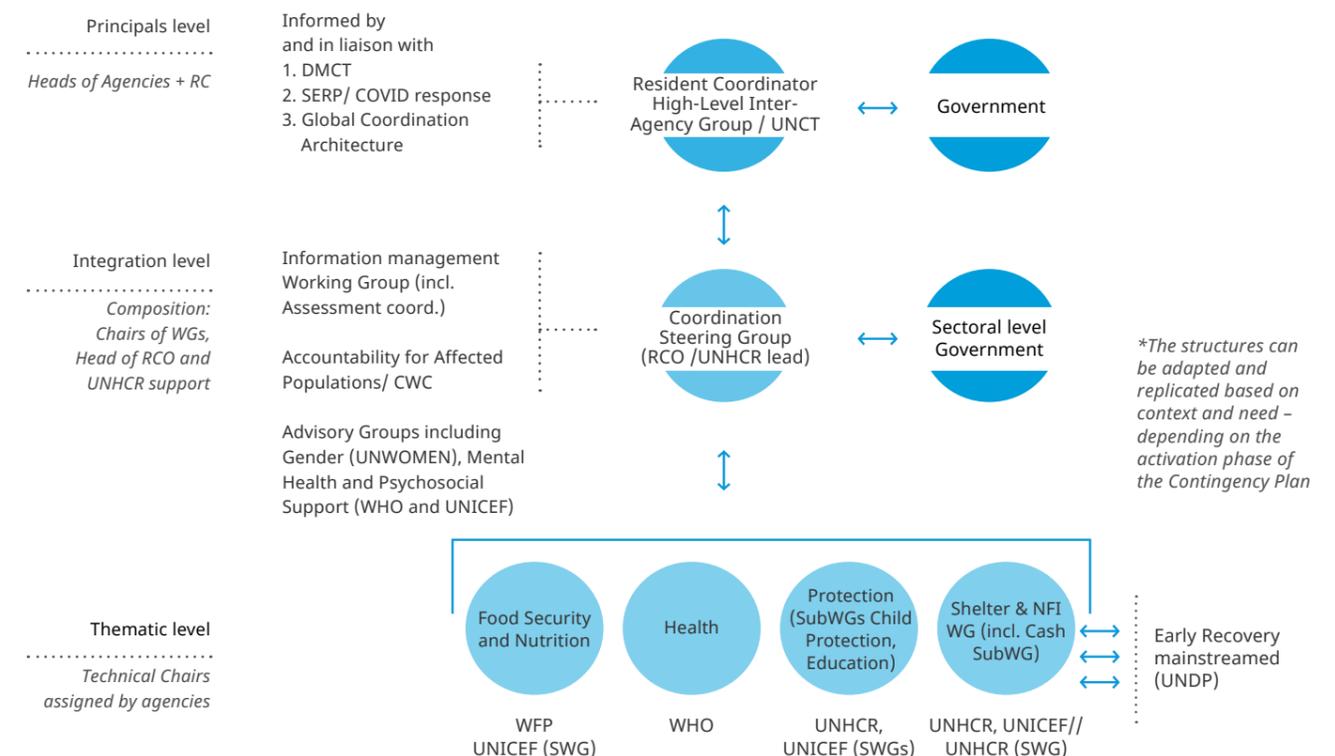
Inter-Agency Response Plan 2020-2021 to address the broader humanitarian consequences of the NK crisis has been finalized, and publicly launched in January 2021 in Yerevan (after endorsement by the Government of Armenia). This country-specific plan covers a period of nine months (from October 2020 until end of June 2021), and serves as a coordination, advocacy and resource mobilization tool. It brings together 35 operational partners involved in the response (over 180 projects in total), with total financial requirements amounting to USD 62,122,194 for the overall period. The Response Plan includes not only humanitarian

activities (under Protection, Health, Food Security and Nutrition, and Shelter/NFIs) but also early recovery, resilience, and durable solutions components. The plan includes part of the host community, in addition to the displaced population from in and around NK in Armenia and also factors in documents such

as the UN Strategic Development Cooperation Framework (UNSDCF) that strategically governs development initiatives of the UN in Armenia from 2012 to 2025 as well as other Crisis Response Plans such as the "COVID-19 Socio-Economic Response Plan", which was already in place.



Figure 1: Inter-Agency Coordination Architecture Armenia situation – Hybrid Coordination Model

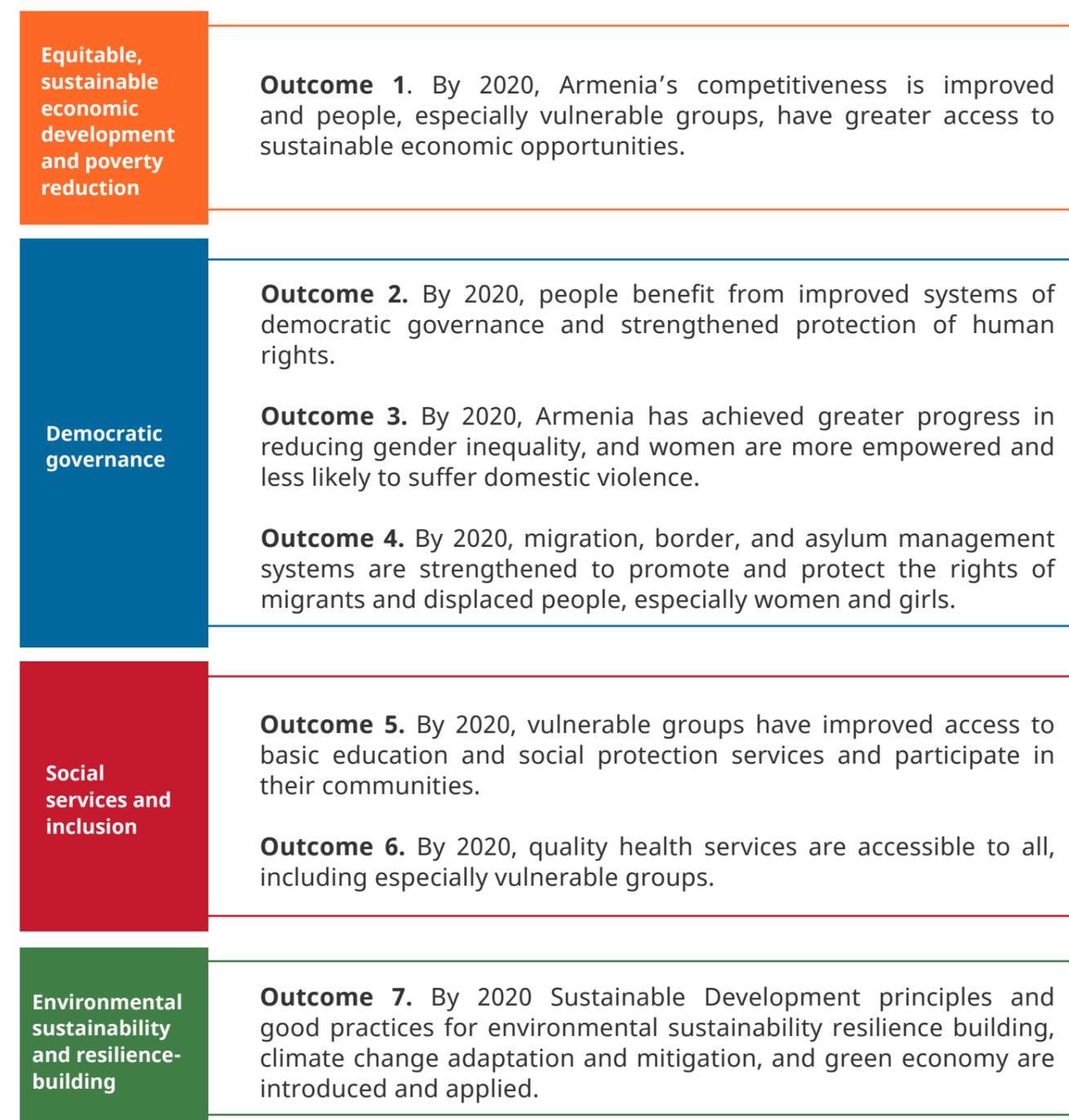


Sectoral Government representatives are represented as well as actively participating and contributing to the thematic working groups (e.g. Health, cash)

Chapter 2: UNCT Armenia Support to National Development Priorities in 2020

2.1. Overview of the 2016-2020 UNDAF Results

In 2015 the GoA and thirteen UN Agencies, Funds and Programmes signed the 2016-2020 UNDAF, committing to deliver results under 4 strategic pillars and 7 major outcomes highlighted in Figure 2 below:



In 2020 the independent Final Evaluation of 2016-2020 UNDAF, commissioned by UNCT, was completed with key highlights illustrated below:

UNDAF Relevance and Coherence: Are we doing the right things? Overall, the formulation of UNDAF outcomes was based on the national priorities and the needs of the country, in line with the international norms and standards. UNDAF implementation has been, in general, flexible and responsive to the emerging priorities and challenges of the country during the period 2016–2020. UN Agencies were particularly responsive in the aftermath of the “Velvet Revolution”, through their critical assistance to the electoral process and the reform agenda of the new GoA. The principle of “leave no-one behind” has been mainstreamed and the needs of different vulnerable groups have been at focus of UNDAF implementation.

Results: Have we made a difference? UNCT has been, in general, effective in delivering results and contributing to progress under all UNDAF 2016-2020 outcomes, confirmed by positive changes in relevant statistical indicators and linked with a credible contribution of UN to these changes.

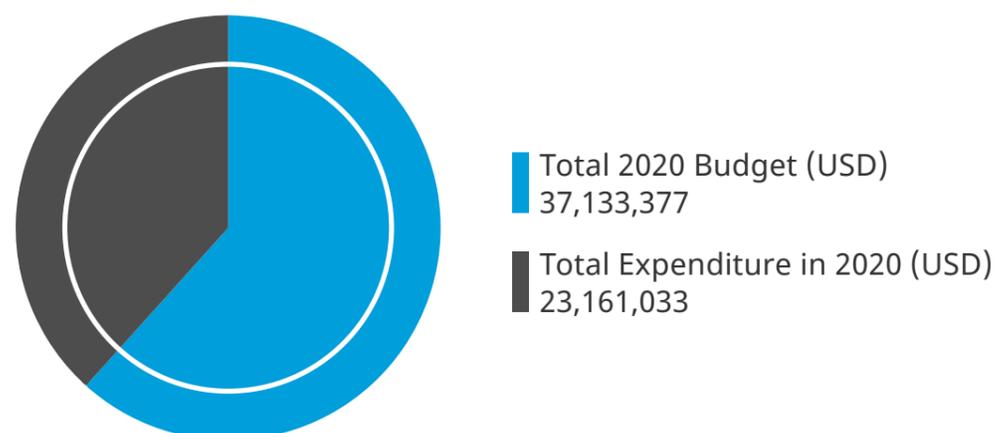
Transformation: Have we made long-lasting changes? UN Agencies have considered the sustainability of results from the design to implementation stages of UNDAF. One of the most important

factors for sustainability of results has been strong national ownership and involvement of national stakeholders as partners, beneficiaries, and participants in activities.

Normative: Have we left no one behind? The rights and needs of the poor and people in vulnerable situations have been reflected at the design stage; while human rights mainstreaming and no-one left behind principles have been, in general, followed during UNDAF implementation. UNCT also benefited from joint programmes to address human rights priorities and advance the design and implementation of pro-poor and inclusive measures.

Value addition of UNDAF as a tool: UNDAF’s steering mechanism, the nationally owned Steering Committee, and the core implementation mechanism embodied in the Results Groups at the level of strategic pillars were timely established but were underperformed during UNDAF implementation. Financial resources planned for implementation of UNDAF were almost fully mobilized and almost fully delivered during the first three years of UNDAF implementation. In 2020, however, the COVID-19 pandemic and conflict ‘distracted’ resources and policy commitment towards the development results and UNCT delivery was not up to speed with its full potential (See Figure 3: Total Delivery in 2020. Disaggregated delivery per outcomes is demonstrated in 2.6 Financial Overview section of the report).

Figure 3: Total Delivery in 2020



To understand the multidimensional socio-economic impacts of the pandemic, UN agencies led a number of thematic assessments, highlighted in Figure 4:

Figure 4: UN-led Assessments

SECTOR	FOCUS OF ASSESSMENT	LEAD AGENCY
Health & Health Continuity	Disaster readiness assessment of maternity hospitals	UNFPA
	Rapid needs assessment of People Living with HIV	UNAIDS
	Coronavirus Immunity Survey Among Medical Staff and Population	UNAIDS
	WHO Regional Office for Europe and the Robert Koch Institute COVID-19 technical (virtual) mission to the Republic of Armenia.	WHO
	WHO HQ online survey on continuity of essential health services	WHO
Social Protection & Psychosocial Support	High level WHO mission to review COVID-19 response in Armenia.	WHO
	Vulnerability assessment of families to COVID-19 socio-economic impact and access to services in regions of Armenia	UNICEF
Food Security	Rapid assessment of the impact of COVID-19 on FAO beneficiaries	FAO
	Rapid assessment of greenhouses	FAO
	Rapid Survey of Food Supply Chains in Europe and Central Asia	FAO
	Food security assessment and vulnerability mapping	WFP
	Beneficiary registration	WFP
Socio-Economic & Early Recovery	Monthly Food systems assessments	WFP
	Socio-economic situation COVID-19	IOM
	Labor market diagnostics and impact rapid assessment	ILO
	Rapid Nationwide Community Assessment focused on the Socio-Economic Impact of the COVID-19 pandemic	UNDP UNFPA UN Women UNAIDS
	Multidimensional Vulnerability Assessment	UNDP
	Implications of the COVID-19 crisis for industries in ECA and Online survey on the impact of the crisis on women-led businesses.	UNIDO
	COVID-19 safety measures and effects of economic crisis on MSMEs	UNECE
COVID -19 Cash assistance Post-Distribution Monitoring	UNHCR	
Human Rights Cross-sectoral	Human rights of migrants, residing in Armenia	IOM
Gender Cross-sectoral	Rapid gender assessment	UNFPA UN Women
	GBV response assessment	UNFPA
Supply Chain & Procurement	Logistics Capacity Assessment	WFP

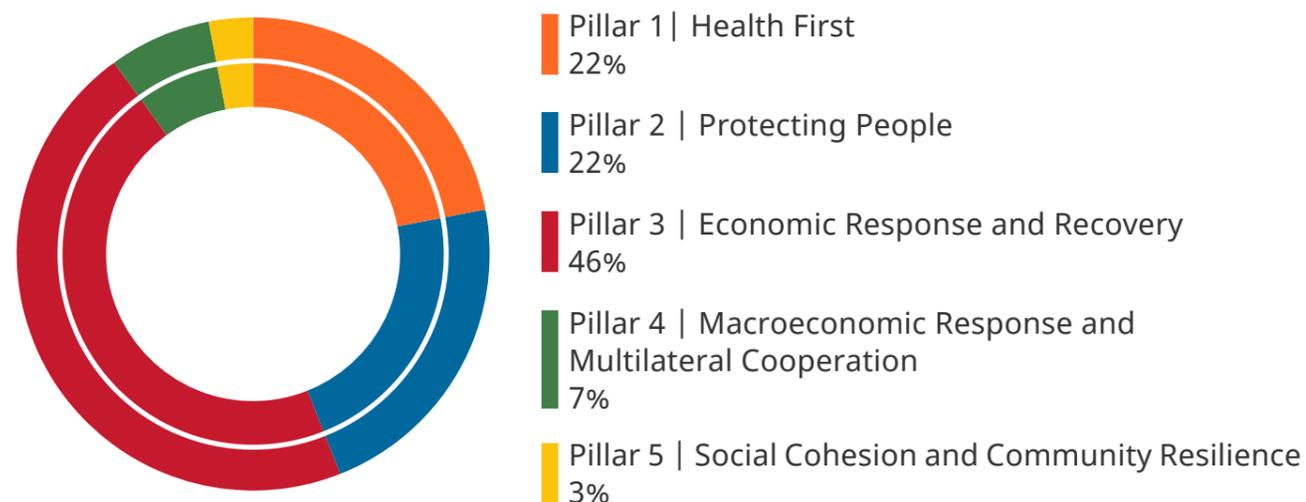
Figure 5: SERRP Recovery Plan Resources

	Ongoing/ Repurposed	New	Proposed	Total
	\$20,000	\$5,780,000	\$1,385,000	\$7,185,000
	\$1,240,090	\$2,364,792	\$3,790,540	\$7,395,422
	\$1,002,000	\$6,263,635	\$7,823,000	\$15,088,635
	\$145,000	\$694,580	\$1,550,000	\$2,389,580
	\$300,000	\$100,000	\$700,000	\$1,100,000
Total	\$2,707,090	\$15,203,007	\$15,248,540	\$33,158,637

These and many other studies conducted by development partners in the country informed the design of the the [COVID-19 Socio-Economic Response and Recovery Plan \(SERRP\)](#), the realization of which became

possible thanks to repurposing of existing resources and ongoing projects as well as mobilization of new funds (See Figure 5) across the five strategic pillars of the UN COVID-19 response framework (See Figure 6).

Figure 6: SERRP Recovery Plan by Pillar



In 2020 key UN response and recovery interventions included:

As a result of United Nations Children's Fund's (UNICEF) joint work with Yerevan municipality and World Vision, the **social protection system reform in Yerevan municipality** was approved in June 2020, resulting in a more effective and targeted response by the municipality to COVID-19. The following tools were developed – regulation on voluntary authorities and financing, including during shocks and emergencies, job descriptions and regulations of the departments for child and social protection and administrative units responsible for social protection. Moreover, upon thorough review of the regulations for local social planning, it became evident that financing mechanisms and rules for implementation are underdeveloped. Thus, in cooperation with Ministry of Labor and Social Affairs (MoLSA), a team of experts has reviewed the regulation for local social planning, including financing mechanisms and outsourcing to NGOs. The regulation for Yerevan municipality is being finalized for localization at the level of communities, including the development and co-funding of community social projects in the target communities.

More than 100,000 persons continued to receive services from MoLSA and the Human Rights Defender's office, as well as support centers that provide services to women survivors of gender-based violence (GBV) and domestic violence (DV), thanks to more than 250,000 personal protective equipment (PPE) that was provided by UNFPA. To mitigate effects of COVID-19 pandemic and ensure security for women survivors of violence more than 157 women received a one-time cash assistance. As per the request of Ministry of Health (MoH), more than 2,000,000 PPEs were procured and distributed to all maternity hospitals and consultations were held with women to **ensure safe continuation of maternity services** to pregnant women. Emergency reproductive health (RH) kits were provided to 12 maternal hospitals in Armenia that provide services both to people living in

bordering regions of Armenia and persons in refugee-like situation.

As part of efforts to **institutionalize the psycho-social response**, UNICEF in partnership with the Council of Justice for Children provided professional guidance and capacity-building to childcare and justice sector partners on protecting children in the situation of COVID-19. Children in the Abovyan Penitentiary were also supplied with PPE and educational materials to protect them from COVID-19 and ensure their continued access to education. Additionally, PPEs and sanitization supplies were provided to the staff of Police, Probation and Penitentiary, working with children in contact with law.

In addition, the United Nations Industrial Development Organization (UNIDO) supported the GoA in enhancing local small and medium-sized enterprises' (SME) resilience in a post-epidemic context, organizing the distribution of the orders of PPE materials among the local companies and supporting the beneficiary manufacturing companies to produce 2623 sets of bed linen and 2000 medical uniforms. UNIDO's support made it possible to cover the needs expressed by the GoA in bed linen by 100% and for medical uniforms by 75% for 20 hospitals.

Association of Healthcare and Assistance to Older People (AHAOP) as an implementing partner of UNFPA has been supported to create age-friendly safe spaces and provide PPE to elderly people as the most vulnerable groups due to the COVID-19 pandemic and NK conflict escalation. To further mitigate the COVID-19 challenges and ultimately reduce economic vulnerability, UNFPA supported 101 SMEs and businesses owned/managed by the targeted vulnerable groups such as unemployed women aged 50-63 years old, abused, and disabled women, women with disabled children, single mothers, rural women, women and men aged 63 years old and older, persons having family members aged 63 years old and older. One-time cash assistance was provided in the amount of 48,000 Armenian Dram (AMD) per elderly for

a total of 731 pensioners over the age of 75 who are recipients of state family benefits countrywide.

Based on the vulnerabilities revealed by the Rapid Needs Assessment among immigrants, direct assistance, including accommodation and medical assistance, food and hygiene items were provided to vulnerable groups of immigrants in Armenia, including to migrant workers, foreign students, undocumented migrants, rejected asylum seekers. 2450 PPEs were provided by IOM in affected communities of Armenia with the aim to prevent the spread of COVID-19 among the refugee-like population. A system of rapid social needs assessment with consistent registration of beneficiaries for targeted services was developed by IOM, aiming to improve access of people, including seasonal labour migrants, unable to leave the country due to the pandemic, to state and non-state programs through iMigrant portal. Virtual exchange of expertise among Armenian and diaspora doctors during the first weeks of outbreak of Covid-19 pandemic in Armenia were organized with IOM support; and during these online meetings the urgent needs, lessons learned, global trends and innovative methods of treatment of Covid-19 pandemic were discussed.

To continue **supporting education continuity and distance learning**, as part of the UN's response, UNICEF provided 200 tablets to vulnerable children and UNFPA provided 250 tablets to children living in poverty and with disabilities. UNICEF also provided 355 hygiene kits and 16,700 sanitation supplies to schools and pre-schools reaching 18,300 children in 124 communities. 5000 school bags with basic learning supplies and personal protective items, 500 tablets were provided to refugee like children to ensure their smooth integration into host community schooling. UNICEF contributed to development of COVID-19 prevention and control protocols for schools and preschools. A total of 2200 educational facilities were reached with COVID-19 prevention messages, 12,000 vulnerable families were sensitized

with messages on parenting at times of COVID-19, that were pretested among parents of children with disabilities (CWD).

As part of the joint **UN COVID-19 MPTF programme**, UNICEF provided cash support to 2932 children with disabilities (67% boys, 33% girls) living in 2797 families receiving family benefits, aimed at mitigating the socio-economic impact of COVID-19 and providing additional assistance associated with disability. UNHCR effectively reached additional 247 displaced households from Syria with cash support to address increased vulnerabilities during the pandemic. UNICEF and United Nations Development Programme (UNDP) in collaboration with the World Food Programme (WFP), the World Bank and MoLSA, launched the development of a rapid assessment and beneficiary registration system primarily targeting families and children outside of existing social protection programmes and support packages. The system aims to increase the shock-responsiveness of the social protection system and improve the effectiveness and efficiency of MoLSA's MIS systems, including development of the unified social protection MIS.

UNICEF also supported promotion of emergency foster care as a key measure to ensure that children, whose families suffered from COVID-19, get family-based care when needed. Over 415 parents expressed interest in emergency fostering. UNDP supported data gap analysis of support packages for COVID-19 response, to further improve and institutionalize the timely and targeted services provision. The hotline of MoLSA was improved through joint cooperation between UNICEF and UNDP, allowing for a smoother and more user-friendly services and quick expansion to address increased demands by beneficiaries during the NK conflict.

In addition, WFP provided **emergency food support** in response to COVID-19. In-kind oil was provided to 21,00 people during the summer. Subsequently responding to the prolonged food security needs arising from COVID-19 and accommodating needs for

people in refugee like situation, WFP provided additional food ration composed of oil, wheat flour, canned beef to 11,000 people in refugee like situation and food parcels to 10,400 food insecure populations living in Armenia. Since the beginning of the pandemic, WFP has leveraged its global supply chain to deliver 125,000 urgently needed PPE units to protect frontline health workers. This included 80,000 isolation gowns in addition to medical suits, safety goggles and face shields.

UNHCR, with UN sister agencies, mobilized resources to **reach out refugee families helping them fight the negative socio-economic consequences of COVID-19** by ensuring in-kind assistance, including NFI, hygiene and COVID-19 preventive items, educational and development materials for children. In view of new displacement following the escalation of the conflict in and around NK, UNHCR mobilized its internal resources and ensured effective cooperation with several CSOs operating on the ground to ease the hardship of the extremely vulnerable families living in remote and rural areas of Armenia.

Additionally, several **successful joint initiatives** were conducted within the UN COVID-19 Social Protection and Psychosocial support (PSS) working group, led by UNICEF, and the Humanitarian Cash Transfer Programming coordination sub-working group, co-led by UNICEF and UNHCR, convening UN agencies, development partners, including IFIs, and NGOs around a common agenda and placing social protection at the heart of programming and response actions. This has included provision of supplies to 11 residential care institutions under MoLSA; development of joint advocacy messages on protecting social spending in the aftermath of COVID-19; harmonization of post-distribution tools to complement Government-led cash-based interventions and development of the Social Protection Pillar as part of SERRP.

Life-saving equipment for prevention, diagnosis and treatment of COVID-19 and

hygiene supplies for infection prevention were provided by UNICEF to more than 200 health facilities. Based on the WHO/UNICEF recommendations, clinical modules and guidelines on breast-feeding and child nutrition, home visiting, hand and respiratory hygiene and safe immunization during the pandemic were developed by UNICEF and endorsed by Ministry of Health (MoH) as national standards. Using the guidelines, 3000 first line health workers – pediatricians, family doctors, pediatric nurses and obstetricians – were equipped with internationally proven and MOH accepted knowledge and skills to provide children and their parents with comprehensive health services during the pandemic. As part of extensive public communication interventions, UNICEF developed short and clear messaging cards for parents of young children on hand and respiratory hygiene as well as on childcare and nutrition practices.

UNFPA supported the development of **two new clinical guidelines** and updated four guidelines, including the guideline on management of pregnant patients with COVID-19. Moreover, maternity hospitals' disaster readiness was assessed. Six trainings on Minimum Initial Service Package (MISP) for medical staff and rescuers in 3 communities of Vayots Dzor marz were conducted. Additionally, at the request of MoH, the Joint United Nations Programme on HIV/AIDS (UNAIDS) supported the establishment of a mobile clinic to increase state laboratory capacities in diagnosing COVID-19.

Building on its unique behavioral science capacity, SDG Innovation Lab in cooperation with UN agencies, helped the GoA better communicate with citizens. GoA's information campaign during the first weeks of the Emergency Situation benefitted from the package of COVID-19-specific text and video messages tailored for different age groups and using behavioral insights was provided to the Government counterparts.

2.2. UNDAF Priorities, Outcomes and Outputs: Implementation Progress in 2020

Chapter 2.2 presents a brief assessment of UN Armenia's results in 2020 in line with the 2016-2020 UNDAF priorities, outcomes, and outputs.

UNDAF Pillar I: Equitable, Sustainable Economic Development and Poverty Reduction

In the framework of the MPTF-funded COVID-19 response, UNIDO Armenia's Textile project team supported small and medium enterprises (SMEs). This initiative allowed SMEs to uphold sales and maintain employment for 1000 employees, 95% of which women. Supported by UNIDO, the beneficiary companies produced 2,623 sets of bed linen and 2,000 medical suits.



©UNIDO Armenia



Outcome 1: By 2020, Armenia's competitiveness is improved and people, especially vulnerable groups, have greater access to sustainable economic opportunities.

Global Competitiveness Index rank	(2014) Rank: 85/144	(2019) Rank: 69/141
Poverty rate	(2013) Total: 32 % Male: 31.7% Female: 32.2%	(2019) Total: 26.4% ⁵ Male: 26.5 Female: 26%
Unemployment rates (disaggregated by sex, age, and regions)	(2013): Total: 16.2 Male: 14.4 Female: 18.1 Urban: 23.4 Rural: 6 Young people: (15-24): 36	(2019): Total: 18.3 Male: 17.5 Female: 19.3 Urban: 22.6 Rural: 11.4 Young people: (15-24): 32.6
Per capita average monthly gross income level	(2013) 41,514 AMD	(2019) 58,616 AMD

Key Outcome-level Indicators

Baseline

Status

5. 2019 change in methodology makes the baseline data and 2020 status incomparable.



ILO supports Armenia in improving national employment policies, improving working conditions, enhancing employability of women and men and strengthening social dialogue. ©ILO

Implementation Progress:

Armenia's economy expanded strongly throughout 2016-2019 and led to Armenia's classification as an upper middle-income country in 2018. Armenia improved its competitiveness in the [Global Competitiveness Report 2019](#), ranking 69th in the list of 141 countries and improving scores in the index components of institutions, infrastructure, ICT adoption, macroeconomic stability, labor market, financial system, market size, business dynamism, entrepreneurial culture and innovation capability. The income level of rural households increased by about 23%, amounting to AMD 58,616 in 2019. The 2020 economic outlook, however, was strongly affected by the humanitarian crisis and deep economic recession following the military hostilities in and around NK, coupled with the COVID-19 crisis, and revealing the need for new thinking regarding the economic recovery.



Sewing operators' and technologists' classes at Light Industry Training and Service Center (LITSC) established in Yerevan with the support of UNIDO project aimed at upgrading and modernization of the local garment and footwear sectors. ©UNIDO Armenia

In 2020, UNDP successfully designed and piloted innovative models to **enable economic opportunities for vulnerable groups and**

bordering communities. This has included: i) co-funding mechanism of the State support programme, leveraging the GoA, UNDP and private sector resources to finance the innovative model of farming with smart barns; ii) integration of remote and freelance employment as a priority track in the national Work Armenia Programme and also as an entry point for facilitating access of women, persons with disabilities and youth to employment opportunities; iii) bridging education and labor market through people-centered and data-driven interventions and iv) introduction of a decentralized supply chain model as a form of territorial/intercommunity cooperation. Overall, in 2018, full-time equivalent jobs were created for both men and women across the country in 2020. More than 30 start-up enterprises and SME's were established in 2020 in the sector of agri-production and agri-processing with a special focus on vulnerable bordering communities of Tavush, Gegharkunik and Vayots Dzor. UNDP provided SME promotion, permanent contracts, and part-time expert engagement opportunities to more than 1800 people, including the youth. 48,385 people benefitted countrywide from strengthened livelihoods, among them 24,951 women. UNDP successfully piloted the innovative model of community-based and decentralized hotel concepts in bordering communities of Chinchin and Ditavan. Additionally, around 300 beneficiaries were equipped with knowledge on agri-production and innovative agricultural technology, as well as got access to high value quality seeds essential for food security. A new management model- a community development fund, was scaled up in Gegharkunik and Vayots Dzor

regions to deliver agri-services and support the sustainable food systems in the bordering regions of the country. A decentralized supply system for wheat and legumes was established in the bordering region of Gegharkunik to increase food self-sufficiency of the local communities and strengthen the food security of the region. Over 300 tons of crops were grown and harvested with the support of UNDP, most of them being staple crops essential for food security.

In response to the rapidly changing labor market and continuous mismatch between the demand and supply of workforce in Armenia, SDG Innovation Lab, the joint initiative of the GoA and the UN, developed the [Edu2work](#) artificial intelligence-based platform which brings insights from the analysis of thousands of job postings, helps to get a better understanding of the Armenian labor market and keep the finger on the pulse of developments, observing changes as they occur.

To enable SME promotion and job-rich growth, UNIDO technically supported and provided equipment to two cheese (Voghji, Amasia, Shirak region and Alaverdi, Lori region) and one fruit and vegetable processing groups (Choratan, Berd, Tavush region). The technological process flow, appropriate equipment, and construction solutions are expected to increase production volume and quality.

With the goal of **improving the competitiveness of export-oriented industries,** UNIDO continued providing technical assistance for the development of the textile industry, specifically in clothing and footwear sectors. Efforts aimed at increasing the competitiveness, production, and export potential of light industry companies. UNIDO's technical assistance promoted industry efficiency and competitiveness, as well as strengthened business and institutional cooperation between local footwear and clothing manufacturers and designers. As a result, the new jobs increased by +146% (2019 vs 2016),

increased turnover +195% (2019 vs 2016) and exports +264% (2019 vs 2016). **Light Industry Training and Service Center (LITSC)** was established in Yerevan to fill in the gap of qualified industrial patternmakers, designers, production managers, sewing operators, shoemakers and other field specialists in the textile/garment and footwear/leather goods sectors.



In response to COVID-19, around 20 tons of high-quality legumes seeds were provided by UNDP to 218 farmers in Lori, Shirak and Tavush regions of Armenia in the framework of the Green Agriculture Initiative in Armenia project, funded by the European Union and the Austrian Development Agency. ©UNDP Armenia

In the situation of COVID-19 pandemic paired with the escalation of NK conflict and the displacement crisis, UNHCR continued supporting the local integration of the persons of concern to UNHCR including in the form of economic empowerment, supporting for **business start-ups, income generation opportunities, business enhancement and facilitated access to financial resources and entrepreneurship.** 24 UNHCR persons of concern (PoC) received entrepreneurship trainings and income generation toolkits to start-up or expand their businesses in the areas of cooking, cattle-breeding, honey production, cleaning services, beauty and

care, dental care, IT, photography, and repair services. In addition, the office provided 8 business and market orientation training sessions for selected families totaling 64 applicants. The training sessions were on business planning, implementation, inspection and improvement, market and market relations, product developments, financial management and other related topics. All potential beneficiaries were referred to Revolving Credit Fund established jointly by the UNHCR and Government operated by the SME DNC Fund of Armenia.

Re-integration support to returning migrants remained among the key priorities for UNCT in Armenia. IOM supported returning migrants and their families through creation of income-generation opportunities, ensuring business sustainability, and facilitated access to additional financial resources for enterprise development. In 2020, 100 micro-businesses were established with IOM support in rural communities of Shirak, Lori, and Tavush provinces of Armenia, overall creating 166 job positions, including seasonal jobs. IOM provided reintegration support to 392 returned migrants to overcome vulnerabilities, supporting with the setup of microbusinesses, job placement, housing, and medical assistance.

In 2020, Food and Agricultural Organization (FAO) continued its efforts towards **improved food security and greater consumer access to more affordable, better quality food and improved agricultural planning**. The capacities of Ministry of Economy and other government institutions were strengthened on COVID-19 implications and response in the field of agriculture. A Cash+ Pilot program assessment was conducted, informing the national stakeholders on various dimensions of households' well-being, including food security and nutrition, productive capacities and poverty elimination. FAO supported the Ministry of Economy with the introduction of new institutional framework and development of land management instruments for land consolidation, land banking and mediation of lease. FAO also

joined Government efforts in designing the draft Law on agriculture. As part of the Developing the Global E-Agriculture Strategy (CAPEX) project, the draft Digital Agriculture Strategy of Armenia 2021-2030 including detailed action plan, roadmap and short-term priorities were elaborated and submitted to the Ministry of Economy. **Improved evidence base and planning** was also



[WFP in partnership with the Armenian Ministry of Labour and Social Affairs, provided a one-off food ration for 44,000 vulnerable people affected by the socio-economic impacts of the COVID-19 pandemic.](#)
©WFP Armenia

under the focus of WFP interventions. WFP seconded staff into the Statistical Committee of Armenia (Armstat) and supported the methodological development and roll-out of the Integrated Living Conditions Survey to capture poverty rates, vulnerability, and food insecurity dynamics in the country. WFP also commissioned several studies on Market Functionality and Supply Chain dynamics, offering the Government policy recommendations for upstream value chains.

The year 2020 demonstrated the resilience of WFP development-oriented interventions, such as school feeding and food system, to shocks. WFP's development operations

also acted as buffers to shocks, alleviating the impacts on food security and poverty of affected populations. WFP supported the Government's efforts to create **income-generating job opportunities; contributed to quality education; supported modern and renewable energy sources; established new drivers for sustainable and equitable growth; contributed to the green modernisation of agribusinesses; promoted climate-sensitive investments; and reinforced partnerships in strengthening national humanitarian and development efforts**. In 2020, WFP more than tripled the number of smallholder farmers and agribusinesses supported to enhance the quality and quantity of nutritionally diversified food via investments in machineries, know-how and green technologies.

The agricultural ventures scaled-up from 30 farmers in a single province in 2019 to reach 151 farmers (44 women and 107 men) in two Northern provinces in 2020. Results captured by WFP in 2020 show a 327 percent increase in cultivated land by participating farmers, with a 315 percent increase in yield and a total of 123 mt of nutritious agricultural product, such as beans, harvested. The sustainability of augmented production requires more consumer demand, and, to this end, WFP supported farmers' cooperative with branding, marketing and overall business planning. WFP also invested in green energy solutions (solar power systems) to improve food production and processing, reduce post-harvest losses, and use solar energy to cut costs. A "zero kilometers" approach to link local productions to local markets was adopted to also reduce the climate footprint of interventions.

As part of WFP's **school-based food value chains** interventions, in 2020, 39 schools across Armenia were enrolled in a school agricultural project that provided schools with the skills and resources to produce food on-site for school meals in 2021. Across the targeted schools, berry gardens, intensive orchards and greenhouses were identified as the most appropriate



[FAO's Cash+ programme in Armenia, combining national social protection cash transfers and agricultural assistance, assisted rural families comprising more than 1,600 people to manage their way through the consequences of COVID-19 pandemic.](#)
©FAO/Susanna Karapetyan

infrastructure to be installed. WFP also supported the construction of a 400 square meter hydroponic greenhouse to increase year-round productivity. As a result, the annual harvested yield has increased more than 200% in 2020 and the farmers are well positioned to begin sales to the Schools.



**UNDAF Pillar II:
Democratic Governance**

Funded by the EU, UK Germany, Sweden, Japan and Armenia, UNDP supported preparation of 4000 Voter Authentication Devices (VAD), installation of cameras in 1501 polling stations, training of over 4000 VAD operators in 1998 polling stations during the 2017 and 2018 parliamentary elections, and institutional strengthening of Election Management Bodies.
©UNDP Armenia



Outcome 2: By 2020, people benefit from improved systems of democratic governance and strengthened protection of human rights.

% of UN human rights treaty mechanisms recommendations implemented	(2016): - 2014-16 HR Action Plan: 65% - HR Action Plan 2017-2019: 85% - 2020-2022 HR Action Plan developed/adopted	- 2014-16 HR Action Plan: 56% - Second iteration of HR Action Plan 2017-2019: 70% - 2020-2022 HR Action Plan adopted, 8.7% implemented
Corruption Perception Index rank and score	(2014): Rank: 94/175 Score: 37/100 [0 is highly corrupt]	(2020) Rank: 60/180 Score: 49
2.3 Voice and Accountability rank from the World Governance Index	(2013): Percentile Rank: 29.4/100	(2020) 47.78
2.4 No of policies and policy implementation mechanisms established and aligned with international standards (in anti-corruption/OGP human rights, population development)	(2016): 8	(2020) 9

Key Outcome-level Indicators	Baseline	Status
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Adam Simonyan returned to Armenia from Russia. With IOM support and as part of the “Enhancing Human Security in Communities of Armenia” project, Adam established strawberry production in his native Akner village, Lori province. He created income generating opportunities for his fellow villagers, who will not have to leave for labour emigration any more. ©IOM Armenia

Implementation Progress:

In 2020, the new institutional mechanisms and strategies rolled out by the government among them the adoption of the Law on non-discrimination and operation of the Equality Body were slowed down or suspended due to the compound crises in Armenia. There was an overall disruption in the planning, policy design and governance reform implementation.

Enforcement of anti-corruption measures and strengthening of justice ecosystem

overall continued to be under the focus of UN interventions in 2020. As part of merit-based recruitment of judges, UNDP supported the development of legal/institutional mechanisms for conducting psychological testing of candidate judges and running the first ever psychological testing of candidate judges via web-portal. UNDP helped assess legal aid needs and efficiency of the use of current state-guaranteed legal aid system. As part of a broader e-justice system UNDP supported introduction of electronic systems, such as

e-recruitment and e-court/case management system. In tandem with Anti-Corruption Global team, UNDP assisted institutionalization and operationalization of Corruption Prevention Commission. Corruption risks assessment methodology was developed in cooperation with the Council of Europe, USAID and other partners followed by online training modules for civil servants developed jointly with the Civil Service Council and the newly established Corruption Prevention Commission with a dedicated module for integrity of focal points. The E-Systems for installment of unified investigation tool were mapped and recommendations provided to serve as a core resource for introduction of this tool in Armenia.

To expand partnership base, UNDP signed a Memorandum of Understanding (MoU) with the Organization for Security and Co-operation in Europe (OSCE) on promoting Anti-Corruption reforms in Armenia, and established cooperation with Seoul Policy Centre and South Korean Corruption Prevention Commission for institutional building of a Corruption Prevention Commission. A



Caring for equality training. ©UNFPA Armenia

comprehensive Communication Strategy and Action Plan on Justice and AC reforms was developed and will be put in force in 2021. To further the support Armenia’s participatory reform agenda UNDP and Armenia National SDG Innovation Lab developed the SDG Monitor online data repository for AI-powered real-time SDG progress monitoring. Through the introduction of innovative tools and state-of-the-art machine learning algorithms, the online platform visualizes the progress of SDG achievement in Armenia.

Efforts continued to ensure that the justice system adequately responds to the violations of **children’s rights**. Legal frameworks on child rights and child protection were significantly improved due to UNICEF’s technical assistance. The capacities of professionals were strengthened to ensure access to justice and protection from violence for children in Armenia through multi-sectorial cooperation, and continued efforts towards building a child rights coordination and monitoring system in the country.

Capacity development of social service workforce professionals, judges, prosecutors, investigators, and police officers on working with child victims with a focus on victims of violence was also supported by UNICEF. As a result of long-term partnership with all institutions providing training to justice professionals, training on child-friendly justice system and working with children in contact with the justice system is now institutionalized for judges, prosecutors, and investigators at the Justice Academy (two distance learning courses and one face-to-face course).

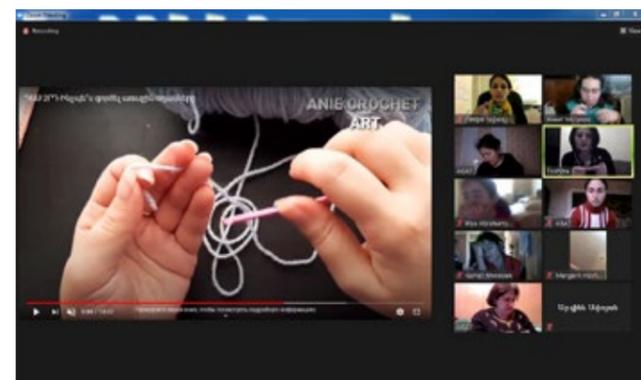
Advocates and public defenders at the Chamber of Advocates with over 200 advocates and public defenders (59% women, 41% men) were trained and certified in child-friendly legal aid, with particular focus on psychological aspects of working with girl and boy victims of different age groups. In 2020, 97 judges and prosecutors successfully passed the distance learning course on

the rights of children in contact with the law for justice professionals, which was developed and made available at the Justice Academy of Armenia with UNICEF’s support. As a result, almost 90% of criminal judges and 70% of prosecutors in the country received training during 2017-2020.

To advance **protection and promotion of Human Rights** in Armenia, UNDP supported strengthening of Human Rights framework and key institutions, such as the Ministry of Justice, the Ministry of Labor and Social Affairs, Human Rights Defender’s Office, and the Police, by developing several tools and mechanisms. To strengthen the capacity of the Ministry of Justice for more efficient implementation, monitoring and evaluation of the Human Rights Action Plan (HRAP) 2020-22, UNDP supported an online [HRAP reporting platform](#) with data visual tools; aligned the HRAP activities with the SDGs; and raised public awareness on main directions and implementation modalities of the HRAP. To strengthen Human Rights Defender’s Office in its function of the National Preventive Mechanism (NPM), UNDP helped develop: (i) chatbot to raise awareness on the NPM mandate, (ii) NPM guide on HR standards and recommendations on conditions in closed institutions for the NPM members, law-enforcement, judges, doctors, legal professionals and the CSOs.

While 2020 was an extremely loaded year for Office of the Human Rights Defender of the Republic of Armenia (HRDO) with the double-emergency situations and its impact on human rights, the Child Rights Unit continued to fully

function with more children applying to HRDO regarding violation of their rights. UNICEF Armenia continued its expert support to the development of legal and policy documents on child rights, child justice for children and violence against children, resulting in adoption of important amendments in the Criminal Procedure Code on forensic interviewing of child victims and development of secondary legislation on certification of forensic interviewers. This enabled the legislation to be closer to compliance with UN standards on justice for children, as well as led to the development of draft legislative amendments to reform the child protection system with the focus on clarification of roles of child protection actors and strengthening implementation mechanisms.



Handicraft training for women with disabilities. ©UNFPA Armenia

UN interventions in the **police reform** process included participation in selection of the trainers and new recruits of Patrol Police Service, which will be established in 2021, and provision of international expert advice and trainings of trainers. The amendments to the Law on the Police relating to audio-visual recordings of the police interviews, drafted with UNDP's support, came into force in January 2020. This allowed the Police to utilize the system of audio-visual recording developed with assistance from UNDP in 10 pilot stations from May 2020. UNICEF Armenia supported the Police with in-depth training and certification of 20 lead police officers from all territorial units of the Department of Combatting Domestic Violence and Protection of Rights of Juveniles in child-friendly interviewing procedures.

Increased availability of evidence for formulation of rights-based policies on emerging population issues (low fertility, ageing, migration) was on the radar of UNFPA in 2020. Thus, for example, an Information Management System was developed, piloted, and transferred to the Ministry of Labour and Social Affairs to ensure smooth implementation of the newly approved 2020-2023 state housing assistance programs, including facilitation of data exchange with the banks. In cooperation with UNFPA, MoLSA recommended amendments and modifications in the Law on State Benefits. The recommended regulation has been in force since July 1, 2020 and will apply to all the citizens who were registered as beneficiaries at that time. UNFPA Armenia CO also supported GoA through MoLSA of RA to address the challenges of ageing population and to facilitate the development of evidence-based policies to ensure that older persons' issues are targeted.

Equity, efficiency, and adequacy of budgeting and public spending on children remained another key area for UN work. As part of joint UN programme "UN-locking Finance 4 Armenia 2030" financed by the SDG fund, UNICEF engaged in the development of SDG-aligned M&E framework for the Education Sector Development Strategy 2020-2025 (approval pending), while the Asian Development Bank (ADB) conducted the costing.

The Child-focused Public Expenditure Measurement (CPEM), Education and Health budget briefs, as well as other analyses earlier generated by UNICEF jointly with the Government have triggered changes around effectiveness of expenditure, including allocation of funding for school safety, ECD services, paying more attention to costing exercises while planning. For example, advocacy and technical support to the GoA's Safer School Budget Programme were provided to ensure the sustainability of Government's investment in the safety and resilience of children in educational institutions. The Budget Programme rolled

out already for the second year encompassed two key initiatives: a. Government allocated additional funds to the State Safer School Budget Programme for the construction of 22 schools in small communities based on UNICEF guidelines and recommendations for inclusive, safe and energy efficient schools; b. Nine remote schools located in borderline communities received government grants to improve their school disaster preparedness and management by mitigating non-structural risks.

More than 15 diaspora experts provided intellectual volunteering online workshops to approximately 500 adolescents and youth on topics of social entrepreneurship, education, IT, and others within Together4Armenia online platform. Psychologists from diaspora were linked to local NGOs for provision of PSS to affected families.

UNICEF established an online platform for adolescent girls and boys to engage with experts and policymakers and find solutions for climate change impact on biodiversity in Armenia. In an interactive online PechaKucha format event, young advocates raised their voices for joint action on climate change mitigation, adaptation, impact reduction and early warning in line with SDGs. On International Youth Day, over 50 adolescent girls and boys, including some with disabilities, presented strategies and suggested tools for meaningful participation in policy and community development through education. Voiced out questions and recommendations informed the revision of the national education curricula to ensure its compliance with 21st Century skills and child-centered learning.



The Armenia National SDG Innovation Lab in partnership with the Institute of Public Policy developed the Edu2Work platform which analyzes data from online job sites with artificial intellect and allows to make informed career choices and develop evidence-based policies. The platform is one of the components of the Edu2work project funded with UK aid from the UK Government. © SDG Lab

Outcome 3: By 2020, Armenia has achieved greater progress in reducing gender inequality, and women are more empowered and less likely to suffer domestic violence.

% of decision-making positions (executive, legislative and judicial) occupied by women at national and local levels increased.	(2013): Legislative: 11 Judicial: 24 Executive: 14 Community heads: 1.9 Council members: 8.6	(2020) Legislative: 22.7 Executive (Deputy Ministers): 27.5% Community heads: 1.9 Council members: 10.7
Availability of an improved, operational system for legal protection of victims of domestic violence	(2016) No	(2020) Yes Support centers operate in all regions of Armenia since 2020. Two shelters, including financed from the Government operate in Armenia since 2020
Global Gender Gap index scores (1 is 'absolute equality')	(2014): Total 0.662 Economic Participation: 0.648 Political Empowerment: 0.068 Health & Survival: 0.933 Education: 1	(2020) Total 0.684 Economic Participation: 0.673 Political Empowerment: 0.118 Health & Survival: 0.948 Education: 0.998
Sex ratio at birth	(2016): 113	(2020) 110 boys 100 girls

Key Outcome-level Indicators	Baseline	Status
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Implementation Progress:

The country continues to face challenges with political participation of women. Overall, the representation of women at the local and national level is still low. Due to 2020 crises the intended local elections were postponed in the country and, hence, no progress was achieved in terms of women representation in the local self-government. UN measures to **increase women`s participation in decision-making** did not discontinue, however. With UNDP contribution: (i) 30% gender quota was introduced in the Electoral Code of Armenia for communities with population above 4,000 residents, as part of the Electoral Code amendment (effective from 2021). 20 enlarged municipalities responded to UNDP`s innovative offer to institutionalize women and youth voice in the communities via Women and Youth Advisory Councils (7 currently registered); 7 enlarged municipalities engendered the community annual workplans in participatory way. At grassroot level leadership potential and skills of 32 women leaders from 24 communities, 48 women from intellectual domains, 337 schoolchildren (280 girls, 57 boys) were enhanced.

To respond to the double-emergency situation, more than 200 active women and men evolved from recipients of support to contributors of development work, engaging in distribution of aid to elderly, initiation of small-scale response initiatives, psycho-social and humanitarian support to spontaneously arriving people from NK. 'I AM the Community' Youth Leadership model graduates (27 women, 9 men) initiated and led democratic initiatives or voluntarily responded to the COVID-19 emergency. Their collective force proposed 5 recommendation packages, with 51 points, to the GoA and Parliament on laws regarding local governance, political parties, volunteerism and two national programmes. UNICEF enhanced the capacities of over 2000 social workers, teachers, youth workers, 95% of which were women, working during the double-emergency situation. Overall, 6500 children (around 60% girls) and parents (predominantly mothers) benefitted from Mental Health and Psychosocial Support (MHPSS) through individual and group interventions and general awareness, and over 4500 children (over 60% girls) and parents benefitted from case management support. Within the response to the needs of spontaneous arrivals from Nagorno Karabakh, affected children and women in 10 target municipalities/hosting communities were provided with access to critical child protection assistance and services, including psycho-social support. UNFPA mobilized resources to provide humanitarian support to people affected by the conflict in and around NK, with more than 2000 dignity kits provided to



UNFPA's global campaign #SheCounts, advocating for the value of women and girls and the end of harmful practices joined by Director of Mediamax News Agency, Ara Tadevosyan. ©UNFPA Armenia/2020



UNFPA's global campaign #SheCounts, advocating for the value of women and girls and the end of harmful practices joined by Minister of Health, Arsen Torosyan. ©UNFPA Armenia/2020

women spontaneously arriving to Armenia due to conflict, while 600 women received psychosocial support. Based on 180 home visits, the most vulnerable families and their needs were identified with 120 women, elderly, and children, living in temporary shelters, receiving psychological consultancy and 22 persons receiving legal advice.

Economic empowerment of women was advanced in 11 consolidated communities of Gegharkunik and Shirak regions of Armenia. 155 women became self-employed (62 socially vulnerable), 140 of them recorded income increase in 2020 vs. 2019, (55 socially vulnerable). Thirty-six women run their individual or family businesses, 17 women were wage-employees, and 87 were engaged in agricultural farming/processing. In total, 276 women strengthened their capacities via vocational trainings in five areas. Seventy-nine active women from 7 communities participated in local budget discussions, in result

several gender-sensitive community development priority issues were included in 2021 Annual Working Plans. UNDP-led Participatory Gender Audit at the MoLSA was completed for gender-responsiveness and sensitivity of their administrative and program operations. Eleven Armenian companies pioneered Women Empowerment Principles by UN Global Compact/UN Women and joined global network of signatories; they also progressed in implementation of their respective Actions Plans.

Solid basis for **engendered public administration** (PA) system in Armenia was set with UNDP's support via comprehensive research on societal, structural, legal, and procedural aspects. Comprehensive legal review of the civil service legislation (around 60 acts and

documents) was completed and amendments to 6 normative acts were suggested to Civil Service Office of Armenia. Two pieces of research – on roles of men and women in the public sector and on students' aspiration to join the public sector revealed key issues of concern in the country and proposed the list of recommendations/possible solutions, several of which will be prototyped by the Deputy Prime Minister's Office in 2021.

Women empowerment was also at the core of UNFPA work in 2020. More than 800 women in 3 regions of Armenia in vulnerable situations received services and consultation, more than 281 women received legal advice, 10 women developed their entrepreneurship skills, more than 100 women in vulnerable situations developed their skills and acquired new professions. Three new women resource centers were created, and 27 women members of resource centers

were trained/coached in financial and organizational management. Moreover, training was conducted for women with disabilities as well as necessary IT items were provided to ensure independent economic opportunities for women with disabilities.

In 2020, UNFPA efforts continued towards **elimination of harmful practices**, supporting the drafting and consultation on the domestic violence strategy and an action plan has been drafted and discussed within the Council on Prevention of Domestic Violence. UNFPA also procured and operationalized the unified database which, for the first time, will allow the government to collect electronic and secure data on cases of domestic violence in Armenia. Additionally, UNFPA supported the upgrading of the innovative SafeYou mobile application designed for prevention and reporting of DV/GBV cases. Victims of domestic violence, people with disabilities as well as people affected by the conflict in and around NK received psychological support via the upgraded hotline functioning under the MoLSA due to support provided by UNFPA.

To improve the **quality of services for GBV-survivors and children vulnerable to violence and abuse**, UNICEF supported the establishment of a Helpline for the social service workforce (SSW) professionals. The capacities of the Child Protection Hotline were expanded to receive alerts on 24/7 basis. Consistent joint advocacy and coordination with the state and non-governmental partners led to the establishment of support networks at the community and regional level. This was facilitated by the social workers, which allowed provision of case management and psychosocial support in shelters, and outreach to affected population settled in communities. In cooperation with professional associations and CSOs, UNICEF introduced a new modality of continuous support to SSW professionals – an online group psycho-social support (PSS), anti-burnout sessions and individual supervision, as well as professional guidance through helpline and provision of coaching and mentoring. This modality allowed for support to a wide number of professionals in a short timeframe, enhanced local mental health and PSS capacity, and established support to networks of professionals at the community level, including hard-to-reach remote communities in borderline regions.

UN continued **sensitizing around gender norms**. Building on the results of the research on implicit and explicit bias leading to sex-selective abortions, UNICEF partnered with Public TV in addressing gender norms through edutainment series. In partnership with the



UNFPA's global campaign #SheCounts, advocating for the value of women and girls and the end of harmful practices joined by blogger, vlogger, podcast host and internet security expert, Samvel Martirosyan. ©UNFPA Armenia/2020

Teach for Armenia CSO, gender-responsive pedagogical methods and practices were developed and will engage students in the small community-based initiatives for transforming gender stereotypes. UNFPA conducted a survey on gender-integrated military education and service with representatives of the command staff of 36 army units (200 interviews), including a needs assessment of the female cadets regarding their study program and curricula in the context of professional growth, career, and accomplishment. In cooperation with the Armenia Round Table Charitable Foundation, 28 priests and 9 social workers were sensitized on the topics of gender stereotypes and prejudices, as well as the psychological characteristics of discriminatory behavior derived from them. As a result, UN awareness-raising reached 1451 people, including 460 young people, 250 newlyweds, 101 families, 640 soldiers. UNFPA also began working on the men engagement and responsible fatherhood activities in 2020, developing the manual for Papa School as well as the manual and training package for health care providers.

With the goal of **improving the child rights coordination and monitoring architecture**, UNICEF supported the revision of the Law on the Rights of the Child. A close partnership with the Statistical Committee was continued, including support to the development of disaggregated data on different aspects of child wellbeing reported in the TransMonEE database. Support was provided also to national systems for needs assessment in emergency situations. UNICEF Armenia also kicked off communication for development and edutainment initiatives building on the results of the experimental research study on drivers of the prenatal sex selection conducted in partnership with the University of Zurich. Data collection efforts about situation of children were hindered significantly by the pandemic and halted the planned preparation of the nationwide malnutrition study. However, some of the funds were redirected towards a Vulnerability Assessment of families to socio-economic shocks caused by the COVID-19 pandemic.

The adoption of the Criminal Procedure Code introducing forensic interviewing together with and development of a plan of implementation of these amendments, brought these procedures in line with international standards. The Code foresees training and certification of forensic interviewer psychologists, as well as the introduction of training programmes in child-friendly legal aid for advocates and public defenders at the Chamber of Advocates of Armenia. As a result of the partnership between UNICEF and the Chamber, 200 advocates and public defenders (59% women, 41% men) were trained and certified in child-friendly legal aid with particular focus on psychological aspects of working with girl and boy victims of different age groups.

Outcome 4: By 2020, migration, border, and asylum management systems are strengthened to promote and protect the rights of migrants and displaced people, especially women and girls.

No. of legislative amendments serving improved migration and asylum laws that are in line with international and regional standards	(2016): 0	(2020) 4
Availability of quality mechanisms to secure effective referral to available services	(2016): No	(2020) Yes
Availability of an Integration strategy and action plan	(2016): No	(2020) Yes
Presence of an integrated and modernized border management system at 3 Border Crossing Points, in line with international IBM standards	(2016): No	(2020) Yes
Comprehensive and streamlined Counter-trafficking Assessment Tool is available for the government and non-government stakeholders in Armenia	(2016): No	(2020) Yes

Key Outcome-level Indicators	Baseline	Status
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Implementation Progress:

Capacity strengthening towards **effective border management and facilitation of trade and legal flow of people** was part of UN work in 2020. UNHCR through its NGO partner, the Armenian Red Cross Society (ARCS), continued regular and systematic monitoring of six points of entry in Armenia as well as capacity building to enhance knowledge and skills of Border Guard (BG) in refugee law, practice, and procedures. Together with ARCS, the Migration Service and the Human Rights Defender's Office, five trainings were conducted remotely. UNHCR closely collaborated with partners in the Inter-Agency Working Group (IAWG) on Protection Sensitive Entry Systems to support the development of a comprehensive curriculum aimed at the capacity building of junior BGs. An information leaflet for persons seeking asylum in Armenia was translated into 7 languages and published for distribution at borders. Capacity enhancement of Border Guard Troops of National Security Service was supported by IOM, including the development of the related national training system curricula, in line with the European Union Sectoral Qualifications Framework for Border Guarding. Curricula mainstreams gender equality topics and aims to promote greater engagement of women in Border Guard troops. IOM also continued supporting the Government in Identity Management, developing the general terms and conditions, and drafting a contract for Biometric Passports and Nationals ID Cards for the tender dossier in line with the International Civil Aviation Organization (ICAO) and International Organization for Standardization (ISO) standards.

In 2020, UN continued **supporting the national migration governance efforts**. IOM and UNHCR supported the Migration Service of Armenia in the development of the State Migration Management Concept, providing recommendations on the draft concept to strengthen the quality of asylum procedures, voluntary return, and complementary pathway. The new concept of state migration management in Armenia

is designed with IOM support to advance 2030 Agenda and accelerate implementation of Armenia's commitments under Global Compact on Safe, Orderly and Regular Migration, Global Compact on Refugees, 1951 Refugee Convention and 1967 Protocol. UNHCR and IOM also continued its assistance to the GoA to finalize the development of the Comprehensive Integration Strategy for displaced persons and returnees. Priorities of Armenia in the field of migration and in the context of the SDGs were examined and the results of the comprehensive mapping exercise of Armenia's migration data sources including, recommendations on the enhancement of **data collection for migration-related SDG targets**, were presented in Migration Data in the Context of the 2030 Agenda: Measuring migration and development in Armenia report. The report will serve as a basis to initiate a sustainable monitoring process on achieved progress in the area of migration and development, to introduce sustainable mechanism for regular data collection and reporting on migration and development within the context of the 2030 Agenda. IOM also supported Armstat to produce the Migration annual snapshot of the Republic of Armenia. IOM supported the government in the preparation of the first voluntary national review on compliance and implementation of Global Compact for Safe, Orderly and Regular Migration. Expert support was provided to the Government to establish Centre of Integration of migrants in line with international standards and best international practices. The UNCT, under the leadership of the RC agreed on the **establishment of UN Migration Network in Armenia**.

To strengthen Diaspora engagement and effective utilization of its intellectual potential, knowledge and skills, IOM mapped the professional diaspora representatives and showcased the global best practices for diaspora engagement. Pilot on establishing the mechanism for local development through diaspora engagement was initiated in Tavush region of Armenia at the request of Tavush Governor's Administration to establish

infrastructure and support communities in reintegration of returning migrants and prevention of potential migration through community engagement initiatives and programs. With IOM support GoA launched the development of a mechanism on voluntary return from Armenia. IOM also contributed to the development of the referral mechanism for all state and non-state structures involved in reintegration of returnees in Armenia through development and periodic updates of the [Referral Guide for Reintegration of Returnees in Armenia](#).

Work permit issuance system in compliance with best international standards is being developed with IOM support to improve the labour market regulations for foreign workers in Armenia. Migrants rights and national capacities in protection of human rights of migrants in Armenia are enhanced.

UNHCR continued **enhancing protection to refugees, asylum-seekers and stateless persons** in Armenia. UNHCR continued to collaborate with other UN Agencies to address statelessness and to advocate for the inclusion of protection of stateless persons in their activities in the implementation of the 2030 Agenda for Sustainable Development. In the legislative field, UNHCR interventions aimed at ensuring that the Government initiatives do not deviate from international obligations and reflect effective appropriate safeguards for refugees and asylum-seekers. UNHCR prepared and shared with the authorities, official comments on and engaged in advocacy with respect to the following draft legislation: (i) draft amendments to the Law on Refugees and Asylum; (ii) drafts of new Criminal Code and Criminal Procedural Code; (iii) draft Law on Legal Assistance in Criminal Cases; (iv) draft amendments to the Refugee Law and the Administrative Procedure Code.



Simplified procedures and reduced waiting times, modern infrastructure and equipment, and improved security – these are only a few of the advantages that the new Border Crossing Points in Bagratashen, Bavra and Gogavan provide to citizens of Armenia within the framework of the EU and EIB funded and UNDP implemented project on Modernisation of Bagratashen, Bavra and Gogavan BCPs of Armenia. ©UNDP Armenia



**UNDAF Pillar III:
Social Services
and Inclusion**



First day of schools, 14 September,
reopening amidst COVID-19.
©UNICEF Armenia/2020/Galstyan

Outcome 5: By 2020, vulnerable groups have improved access to basic education and social protection services and participate in their communities.



Outcome indicator: % of schools delivering quality life-skills education with adequately trained teachers and sufficient financial resources	45 (2015)	90%
Outcome indicator: % of children with disabilities using rehabilitation services	23 (2012)	32%
Outcome indicator: % of primary-grade schools covered under the National school feeding programme	12 (2014)	42% (588 schools)
Outcome Indicator: % of extremely poor families reached by family benefits	66 (2013)	76.2%
Outcome indicator: Availability of a data collection and monitoring system to track access to social protection services for vulnerable groups	No (2015)	In progress - the integrated social protection management system is being developed.
Outcome indicator: No of children with special education needs enrolled in inclusive schools	3,000 (2014)	6,708

Key Outcome-level Indicators	Baseline	Results/Status 2020
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First day of schools, 15 September, reopening under COVID-19. ©UNICEF Armenia/2020/Galstyan

Implementation Progress:

In 2020, the onset of COVID-19 pandemic and military hostilities in and around NK created new challenges, needs and priorities, impacting people and communities and reversing gains made in poverty reduction and human development. Responding to the immediate needs of the most vulnerable and new emerging groups in this context required re-visiting and reprioritization of regular programmatic interventions, agile and adaptive thinking, flexible working arrangements at times of lockdown, as well as development and implementation of emergency response plans. Various UN coordination mechanisms were put in place to ensure progress on sustainable development at times of the pandemic, thus contributing to the development-humanitarian nexus and leaving no one behind, focusing on social protection and education continuity during COVID-19, and protection/child protection, education, and cash support as inter-agency response to conflict.

The pandemic caused interruption of education for all children and youth, putting children with special education needs (SEN) and disability at a particular disadvantage and highlighting the importance of digital and

online learning solutions. To address these challenges and **improve quality access to education**, UNICEF, with Global Partnership for Education (GPE) financial support and in partnership with the Ministry of Education, Science, Culture, and Sports (MoESCS) and National Center of Educational Technologies (NCET), contributed to the establishment of a national Distance Learning Center. Also, about 400 video lessons accessible for children with hearing impairments were broadcasted, 3 online courses for teachers on digital tools and pedagogy were developed and uploaded onto the e-school website. As a result, 80% of teachers and parents reported satisfaction from NCET distance learning. UNICEF, in partnership with the Step-by Step benevolent foundation, established 11 early learning corners in temporary shelters and communal buildings for displaced mixed age group children 0-6. The corners have facilitated play based early learning and developmental activities for around 240 young children, allowing displaced mothers to engage in income generation activities.

In response to closure of school kitchens, uneven access to on site education and restrained access to face-to-face learning by lower grade school children, WFP applied

several models of school feeding to ensure **access to adequate and nutritious food**. WFP set up a shock responsive school feeding cash safety net for more than 26,600 children for two months while additionally delivering alternative take home rations to almost 53,900 children and 1300 cooks. Prior to COVID-19, in line with the hand over process, WFP provided cash transfers to schools for preparations of school meals for 12,200 children for January and February 2020. WFP supported **renovations of school kitchens and canteens**. In total, 101 schools were renovated and received non-food items for setting up kitchens. Despite closures of school canteens, WFP continued to build capacity of 207 cooks through targeted nutrition trainings and held 25 public nutrition events throughout the year. WFP in close coordination with UNESCO, Ministry of Health and MoESCS, finalized the development of subjects for integrating nutrition into the education curriculum at all grade levels.

UNICEF supported unprecedented Second General Education Conference (EdCamp) was fully conducted online due to COVID-19 outbreak and became first online conference in Armenia providing a unique opportunity to teachers to gain and share new knowledge and experience for improved quality education in the country. It became a platform for participatory policymaking – policy discussions on distance learning, preschool and inclusive education, and presentation of the national curriculum reform were live-streamed, reaching on average 37,000 participants and largely shaped further adjustments to distance learning.

Additionally, UNICEF supported the **development and costing of the comprehensive list of services** disaggregated by types of disability, age groups and agencies responsible for service delivery. The new electronic system of SEN assessment was finalized to become a module in the Education Management Information System (EMIS). Technical expertise was provided to the RPPC to improve the accessibility of distance learning resources and instruction

to support 6,500 children with SEN, including CWD. The new Law on Preschool Education was endorsed initiating the drafting of sub-legislation emphasizing inclusive and quality pre-school education.

Capacities of over 2000 social workers, teachers, youth workers were enhanced with UNICEF support to work in double-emergency situation and provide MHPSS to vulnerable population. Overall, 6,500 children and parents benefitted from MHPSS through individual and group interventions and general awareness, and over 4,500 children and parents benefitted from case management support within the response to the needs of refugee-like population, affected children and women in host communities. UNICEF also supported establishment of a Helpline for social service workforce professionals. The GoA approved the **2020-2023 Consolidated Programme for Implementation of the Right of the Child to Live in a Family** and a relevant timetable, which will serve as a guiding document for the reform of family-based care system and for further reallocation of state funding from residential to alternative care options, as well as further expansion of coverage of community-based support services. UNICEF provided 1500 packages of at-home art kits for adolescents along with community-based psychosocial services and provision of essential life-saving skills for adolescents in vulnerable life-circumstances, including those affected by the COVID-19 pandemic and the conflict in and around Nagorno-Karabakh.

Advancements were made on the **draft Labour and Social Protection Sector Development Strategy** and Action Plan 2020-2025 as joint comments were provided by development partners (World Bank, EU) and UN agencies (WFP, ILO, IOM, UNHCR) within UN coordination. Inputs focused on the linkages to COVID-19 response and recovery. Partners prioritized a better shock-responsiveness of social protection system, inclusion of emerging vulnerable groups, as well as costing of interventions. World Bank and UNICEF recommendations on the joint Core Diagnostic of the Social Protection



Homeschooling: life amidst COVID-19.
©UNICEF Armenia/2020/Babajanyan

System, including internationally recognized definition of social protection, lifecycle, and human rights-based approach, were partially included in the draft Strategy.

With UNICEF support and in collaboration with World Vision and USAID, **Yerevan City Council approved the reform of the child and social protection system**, which includes the introduction of community social workers, psychologists in all 12 administrative districts of the City, local social planning, etc., and allocating financial resources from the community budget for needs-based social support programmes for vulnerable groups of the population.

As part of conflict related crisis response, UNDP and IOM provided non-food items support per Government request to a number of shelters to allow hosting of spontaneous arrival groups. In addition, and as a long-term planning under recovery nexus UNDP also supported through strengthening capacities and infrastructures for physical and psychosocial rehabilitation of veterans.

UNDP, UNICEF, WFP, IOM, UNIDO and FAO jointly increased human security in target communities by promoting resilience and

improving **access to social protection services, non-food items, food security and livelihoods for vulnerable populations**. WFP supported the Berd community establishing 2 home grown school feeding pilots as well as a collection center and a greenhouse to serve community. In total, 60 local producers were trained, and 15 farmers received additional support in the form of seeds and fertilizers. The amount of new land cultivated was 18ha for peas, beans, and lentils.

In 2020, UNHCR continued its **cash and non-cash support to extremely vulnerable persons of concern (PoC)**. In total, 580 vulnerable PoC (977 family members) received financial support to meet their household rental, winterization, school, and other acute protection needs. 852 PoC were provided with cash assistance to address increased vulnerabilities due to dual crises in the country. Humanitarian assistance, including food and non-food items, was provided to 573 extremely vulnerable PoC.

Additionally, a total of 3883 **PoC accessed a wide range of social services**. The social workers referred and accompanied PoC to various state institutions to ensure access to their rights and state services. Home-based



To mitigate the sufferings of the displaced population and help them cope with the adverse socio-economic impact of the COVID-19 emergency on their livelihoods, UNHCR initiated a prompt and targeted humanitarian support by providing one-time multi-purpose cash assistance to 507 extremely vulnerable displaced persons, including refugees, asylum-seekers and displaced Syrian families seeking protection in Armenia. The family of George and Ani Hakobians were among the households benefiting from UNHCR's emergency cash assistance.
©UNHCR Armenia/2020/Hayrapetyan

care services were provided to elderly PoC without family care. Psycho-social assistance included individual and group therapy sessions. An Advocacy and Mainstreaming WG with participation of all relevant stakeholders was developed and regularly adjusted strategies for inclusion of vulnerable PoC in public services and social protection programmes.

An expert review of the online module of the RH section of the school-based "Healthy lifestyle" training course to the needs of students with disabilities was conducted with UNFPA **to enhance the development of solid knowledge and healthy attitudes of adolescents with disabilities towards reproductive health**. UNFPA also contributed to state educational reform and liaised with MoESCS and other partners to make sure that healthy lifestyle education is prioritized and is part of the new educational standards.

UNFPA supported **digitalization of clinical guidelines and protocols on adolescents' reproductive health** and strengthened the capacity of service providers in evidence-based quality health services to adolescents.

Soft skills of 10 young people living in Shirak region were developed through internship programmes, which increased their competitiveness and decent job opportunities in the labor market. Skills of around 90 adolescents in refugee-like situation in Shirak region were built on first response in emergency situations, first aid and media literacy, while their mothers learnt positive parenting which strengthened their resilience and capabilities to be effective humanitarian actors. Hygiene kits and guidance on state support programs were provided to 50 families in Shirak UNFPA ensured continuity of rehabilitation services for 150 adolescents with mental disabilities by the provision of PPEs through "Source" and "Step forward" NGOs, working with adolescents with disabilities.

Capacities of the **Y-peer Armenia network** were built on the provision of basic PSS in emergencies. UNFPA and Y-peer joint project supported education continuity for 100 adolescents in refugee-like situation in Armavir region through provision of school supplies and basic psychosocial support.



Outcome 6: By 2020, quality health services are accessible to all, including especially vulnerable groups.

Outcome indicator: Infant mortality rate per 1,000	Baseline: 10.8 (2012)	7.3 (2020)
Outcome indicator: % of children under 1 fully immunized	Baseline: 93 (2014)	95 (2020)
Outcome indicator: Stunting level in girls and boys under five	Baseline: 19 (2010) (boys: 20, girls 18)	9.4 (2015-16) boys: 10.9, girls: 7.8
Outcome indicator: Prevalence of modern contraceptive methods among women (15-49)	Baseline: 27% (poorest 20% quintile of the population, to be set in 2015)	28% (DHS 2015-2016), latest available data 21.1% of the lowest wealth quintile
Outcome indicator: Mortality per 100,000 population due to cardiovascular diseases	Baseline: 441 (2012)	575.4

Key Outcome-level Indicators	Baseline	Result/Status 2020
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Implementation Progress:

In 2020, the priorities under the Outcome considerably shifted given the burden of COVID-19 on the health system. Under WHO's technical leadership, UN agencies joined efforts with the Government and other national stakeholders to ensure that the limited resources of the health system



UNICEF staff delivering critical hygiene supplies to the Ministry of Labour and Social Affairs to protect children living in 7 residential care institutions and their staff. ©UNICEF Armenia/2020/Galstyan

surge of cases during the first and the second wave of the epidemic; procured large amounts of biomedical equipment (oxygen concentrators, patient monitors, ECGs, ultrasounds, X-rays), diagnostics (tests and lab consumables), and PPE (gowns, respirators). WHO's surge support helped alleviate the health consequences of the conflict which included coordination



[Displaced Syrian women produce non-medical masks to help host communities prevent COVID-19 by joining the global mask production initiative introduced by UNHCR and its partner MADE51.](#) ©UNHCR Armenia/2020/Hayrapetyan

provide maximum benefit for the affected population. The military hostilities in and around NK put additional pressure on the already overstretched health system. Responding to those needs required mobilizing additional resources, reprioritizing existing resources in line with emergency response plans, health sector coordination and cooperation among partners.

WHO provided **essential support to the Ministry of Health (MoH) in health system strengthening to respond to the dual crisis**, including country level coordination, risk communication, case management, laboratory, infection prevention and control, surveillance, points of entry, continuity of health services, vaccines, procurement and logistics. National guidance materials were developed for each pillar, followed by trainings and dissemination of risk communication materials. Following the response assessment missions, recommendations were provided to strengthen response across all pillars. WHO facilitated the Emergency Medical Teams' arrival from different countries including Germany, Italy, Lithuania, UK to help Armenian health workers manage

of the health sector and MHPSS partners and procurement of medical supplies, equipment, and medications to treat trauma and to provide essential health services to the refugee-like population from NK.

Moreover, UNICEF was one of the major actors in responding to **the nutritional needs of refugee-like children and women**. Based on the findings and the recommendations of the UN joint need assessment, 5000 food packages, consisting of 14 food items, were provided to refugee-like young children to ensure the variety of their daily menus in-line with the national recommendations. To sustain the achievements in breastfeeding (BF) and to avoid negative consequences of breast-milk substitutes (BMS) usage in emergencies, the Standard Operation Procedures of regulation of BMS distribution and BF support were developed by UNICEF and accepted as a rule of conduct by all agencies engaged in food/nutrition response.

UNFPA supported the development of **two new clinical guidelines** and updated four guidelines, including the guideline on management of pregnant patients with



A mission of doctors and healthcare professionals arrived in Armenia from Germany by a special plane to support Armenia in the fight against #COVID19. The mission was organized by the German Federal Government, within the framework of the EU "Team Europe" programme, in cooperation with the ISAR Germany (International Search and Rescue), "Caritas International", the Robert Koch Institute and WHO. ©European Union in Armenia

COVID-19. Moreover, maternity hospitals' disaster readiness was assessed. As per the request of MoH, more than 2,000,000 PPEs were procured and distributed to all maternity hospitals and consultations were held with women to **ensure safe continuation of maternity services** to pregnant women. Emergency reproductive health (RH) kits were provided to 12 maternal hospitals in Armenia that provide services both to people living in bordering regions of Armenia and persons in refugee-like situation. Additionally, six trainings on MISP for medical staff and rescuers in 3 communities of Vayots Dzor marz were conducted.

Per the request of MoH, UNAIDS supported a study on COVID-19 antibodies among medical workers in Armenia with the joint collaboration with the American University of Armenia. A mobile clinic was established to increase state laboratory capacities in diagnosing COVID-19.

Apart from large-scale emergency response activities, several advancements were made by UN agencies as part of their regular development programming.

With World Health Organization's (WHO) support, the **new national tobacco control law** was developed and adopted by the National Assembly of the Republic of Armenia in 2020. Armenia was also selected as one of nine countries worldwide to receive dedicated international support from the United Nations in Phase II of the Framework Convention on Tobacco Control's (FCTC) 2030 project led by the Secretariat of the WHO FCTC. A tobacco control needs assessment, and an investment case were conducted jointly with the national Government, UNDP, the Convention Secretariat and WHO. Armenia implemented the WHO FCTC with positive health and economic outcomes benefitting people of Armenia. Further strengthening and accelerating of the implementation of the WHO FCTC in Armenia will be a key driver in achieving the health aims of the Sustainable Development Goals by 2030 and the most effective remedy for the tobacco epidemic.

UNICEF and the MOH continued efforts towards implementation of the **National Child Injury and Trauma Prevention Strategy**. Modules and guidelines on child injury



In partnership with The Coca-Cola Foundation, UNDP procured 1 mobile X Ray and 3 portable Sonoscape-ultrasounds for the Ministry of Health of Armenia to fight COVID-19. ©UNDP Armenia/2020

prevention were developed and adopted by MOH as national standards. Based on those Standards, capacities of more than 250 primary health workers were strengthened to provide parents of young children with effective counselling, including during home visits and parental sessions organized in primary healthcare facilities. UNICEF further supported efforts on implementation of a **universal-progressive home visiting system** at the primary healthcare level. This included the establishment of a supportive community environment for home visiting services, capacity building of community stakeholders on basic principles of home visiting system, and on the importance of the role those visits play in ensuring collaborative actions of health and other community-based services in addressing the needs of children and their families.

UNICEF and the MoH continued efforts towards **addressing maternal nutrition issues**. Based on the situation analysis and international recommendations, a National Plan of Actions on Improvement of Maternal Nutrition was developed, creating a comprehensive framework for further interventions. In-line with WHO and UNICEF

recommendations, national standards on prevention of anemia among pregnant women and lactating mothers was developed. It was used for enhancing the capacities of over 300 gynecologists, obstetricians, and family doctors working in primary health facilities and maternity wards; who can now assess the relevant needs, provide effective counselling and prevent/address anemia for more than 7,000 pregnant women and lactating mothers annually. Jointly with the National Institute of Health, UNICEF further **enhanced data reporting and analyzing system on child nutrition**: special reporting forms on BF and child nutrition status were developed and introduced to ensure data collection from all health facilities.

In 2020, with UNAIDS support, peer-to-peer consultants conducted work with 8670 community representatives, mainly partners of labor migrants, as well as with the migrants themselves. During 100 visits of the mobile medical team, 2300 beneficiaries were provided with counseling and testing services for HIV, hepatitis B, C and syphilis. 154 medical workers improved competencies in the management skills of the tuberculosis, viral hepatitis B and C. 217 medical workers

from 16 polyclinics of Yerevan were engaged in trainings to **improve the capabilities of the testing and counseling performance skills**.

Resource centers for the **prevention of HIV infection among adolescents and young people** have been functioning using various information technologies (Internet,



With the support of WHO, the Ministry of Health of Armenia and British Embassy five doctors and nurses arrived in Armenia from the United Kingdom to support Armenian healthcare workers in managing severe COVID-19 cases. ©WHO Armenia

social networks, etc.). With UNAIDS support, communities of women worked in 5 regions of the country to reduce the vulnerability of women to HIV and increase their motivation to undergo HIV testing. Peer-to-peer workers conducted work with 950 representatives of their communities, mainly with partners of labor migrants, as well as with the migrants themselves. During 13 visits of the mobile medical team, 353 beneficiaries were provided with counseling and testing services for HIV, hepatitis B, C, and syphilis.

IOM initiated a multi-media information and communication campaign, aiming to **enhance prevention and detection of HIV/AIDS** and improve UNAIDS 90-90-90 targets for Armenia through promotion of healthy habits among urban labour migrants and mobile population. As a result, the UNAIDS

target for Armenia increased to 75-83-88 for all ages and 75-85-93 for women from 15 and older compared to the baseline of 67-67-85. The social media campaign was expanded in light of the dual crises, including provision of targeted information and messages on migrant rights, on MHPSS and Covid-19 pandemic, reaching up to 60,000 persons per



"Do not guess, get tested" campaign launched by the Ministry of Health, the Yerevan Municipality and UNAIDS Armenia. All polyclinics are now providing free, anonymous, and fast testing for HIV, Syphilis, Hepatitis B and C in Yerevan. ©NIH Armenia

month. The campaign has more than 152000 engagements in social media platforms.

Importantly, the SDG Innovation Lab successfully completed a behavioral experiment which increased the take-up rate of cervical cancer screening service by 320%. As a result, the communication strategy of the cancer screening programs was improved to embrace the recommended behavioral insights. Additionally, in partnership with the Ministry of Health and private sector, Armenia SDG Innovation Lab and UNDP launched "Barev Balik project" which will modernize the maternal and child health services through development of a unified portal and mobile applications as well as introduction of evidence-based and human-centered approaches to policymaking.

**UNDAF Pillar IV:
Environmental sustainability
and resilience-building**



One of UNICEF's UPSHIFT winners,
team GyumRiver, cleaning kilograms
of dirt and debris from the Gyumri
river and surrounding area.
©UNICEF Armenia/2019/Publicis

Outcome 7: By 2020 Sustainable development principles and good practices for environmental sustainability resilience building, climate change adaptation and mitigation, and green economy are introduced and applied.

Number of innovative tools/approaches introduced to promote environmental sustainability and resilience principles	(2016): 0	(2020) 24
Number of communities benefiting from innovative disaster risk reduction/ resilience measures and practices	(2016): 0	(2020) 105
Number of hectares of rehabilitated landscapes and areas demonstrating sustainable use practices	(2016): 0	(2020) 97,741
Number of policy documents/legal acts for, and CO2 equivalent emission reduction from application of climate change adaptation and mitigation.	(2016): 0	(2020) 8
Number of people and enterprises benefiting from application of green technologies and green jobs	(2016): 0	(2020) 2140 (1156 women; 984 men) 42 green technologies

Key Outcome-level Indicators	Baseline	Status
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Implementation Progress:

In 2020, UNDAF Outcome on Climate, Environment and Resilience has substantively progressed towards the targets, despite the compound crisis in Armenia. Still, a number of policy and regulatory documents developed with support of the UN, including the updated Nationally Determined Contributions to United Nations Framework Convention on Climate Change (UNFCCC), Armenia's National Adaptation Plan, the Decree on Coordination Council for Implementation of UNFCCC, regulatory package on Community Energy Management System, Amendment to the Law on Management of Multi-Apartment Buildings and Forest Management Plans, are pending the Government's approval delayed due to disruption of national governance systems and diversion of focus from environmental issues.

In 2020, three legislative packages were developed to inform the **national coordination system and strategic framework for the long-term climate risk informed policymaking**, including: i) update of the Armenian Nationally Determined Contributions (NDC) under the Paris Agreement; ii) Armenia's Framework National Adaptation Plan to advance Medium and Long-Term Adaptation Planning; iii) coordination mechanism on the Inter-agency Coordination Council on Climate Change. The Fourth National Communication process was supported, and inputs were submitted to the UNFCCC Secretariat by the GoA in May 2020. The National Greenhouse Gas Inventory Report for the years 1990-2017, as a basis for evidence-based decision making, was also developed and approved by the GoA. Facilitation support was provided for the Nationally Determined Contributions Partnership Plan implementation.

To strengthen **resilience and engagement of children at local and national levels**, a coordination platform was established, represented by GoA, UNICEF and the Austrian Development Agency (ADA) to develop a framework for adolescent-led climate change education and activities. The platform

prepared recommendations to MoESCS on integrated curricula and learning on climate change, disaster risk reduction, and environmental issues. UNICEF in collaboration with ADA advocated for eco-efficiency during the lockdown, providing young people and caregivers with tips on using less paper, saving water, energy, reducing plastic waste and improving air at home. Around 111,066 people were reached through digital channels. The safety of children attending schools in disaster-prone and borderline communities was enhanced through strengthening the capacity of school administrators and teachers on school disaster management planning and incorporating COVID-19 preparedness and response into the school planning process.

Children in most at-risk communities of Armenia benefitted from GoA's investments on comprehensive school safety due to UNICEF's technical assistance, policy support and advocacy. The school safety assessment and PF4C carried out by UNICEF led to adaptation of the 15-year Programme on School Seismic Safety Improvement and State Budget Programme on Safer Schools, including principles of inclusiveness, safety, energy/resource efficiency. Advocacy by adolescents with senior government officials on draft general education and subject standards on climate, environment, and disaster risk education, led to incorporation of their recommendations on 21st century skills and child-centered learning into the revised curricula.

Innovative climate change and disaster-risk reduction measures were applied to enhance community resilience. As such, 4 consolidated communities of Amasia, Alaverdi, Berd and Tumanyan developed and approved Community Resilience Action Plans and Disaster Risk Management Plans, as well as established Community Resilience Teams. Twenty-nine Early Warning Systems were installed in these communities, supporting their integration into the nationwide Early Warning network. To support **disaster and climate risk management**, 23 automatic weather stations were installed



Environment protection activities were carried out in Shengavit district of Yerevan by UNHCR Armenia, the KAZA Swiss Humanitarian Foundation, Youth Coalition - group of local and refugee youth, and the Shengavit district administration. ©UNHCR Armenia/2019

in Ararat, Armavir, Aragatsotn, Lori, Shirak, Vayots Dzor regions; increasing Armenia's Hydrometeorological Service (AHS) technical capabilities to cover 60% of the country territory. Observation and Geographic Information System (GIS) mapping capacities of the AHS and Monitoring Center of the Ministry of Environment were enhanced through equipment upgrade and knowledge building; further developing the capacity of 36 specialists with skills and knowledge on the use of satellite remote sensing data in the process of assessing and forecasting the vulnerability of water resources and evapotranspiration as well as forest management and disaster risk mitigation. Besides, technical capacities of the Training Centre of AHS were improved. Twelve pick-up trucks were equipped with fire-fighting equipment ensuring accessibility of response teams and technical capacities in remote regions. Through the ImpactAim platform UNDP ran 4 thematic Accelerator programs addressing SDG related challenges, including on energy efficiency and renewable energy. As a result, more than 700 beneficiaries improved their knowledge and skills and 31 startups developed targeted solutions for the development challenges to be deployed and scaled in 2021.

In 2020, **scalable innovative evidence-based tools, knowledge and approaches** were introduced to inform **decision-making over the conservation and sustainable use of natural resources**. As a result, the annual target for restoration of degraded ecosystems was exceeded by 750 ha against 1311 ha planned. Overall, 5682 ha of destroyed mountain forest ecosystems

were rehabilitated in Armenia with UNDP support. Five hundred households and 120 farmers directly benefited from rehabilitated forests and around 1000 ha of pastures were returned to sustainable management mode. The GoA was equipped with an evidence-based model for calculation of the national Greenhouse gas (GHG) inventory in land use and forestry sectors. New generation Forest Management Plans were introduced in 6 Forest Enterprises, pending formal approval of the GoA. A pre-feasibility assessment and related recommendation package equipped the GoA with evidence-based information over the alternative waste disposal options. To support **climate data management**, GHG reduction potential for different development scenarios was assessed for the Energy sector.

Two **behavioural experiments** were successfully completed aimed at (i) increasing tax compliance in Armenia and (ii) reducing the consumption of plastic bags. For the tax experiment, five types of notifications were tested on 28,503 SMEs operating under turnover tax regime. E-mail notifications increased the average turnover declarations among SMEs by 13.7% and tax declarations by 10.6% in the whistleblowing threat treatment compared to the control treatment. The latter experiment succeeded in decreasing plastic bag consumption by 33% (against the control group). As a result of these experiments, policy recommendations were generated and communicated to the GoA as evidence for decision-making, as well as for replication and scaling potential. The development of the SDG Monitor online platform kicked off in 2020, offering real-time SDG 16 progress monitoring and AI-powered innovative solutions to measure SDG 16.7.2. In parallel with collecting data from 8 institutions, 30 profiles of current and former officials, 45,000 posts and 469,264 comments, as well as 2,226 draft legal acts were studied and analyzed from Facebook and E-draft.

To support **evidence-based policy-making and transboundary cooperation** in the Khrami-Debed basin draft guidance document for the joint transboundary monitoring

program was prepared by United Nations Economic Commission for Europe (UNECE) and shared with responsible monitoring agencies in Armenia and Georgia. Pilot joint monitoring took place in September 2020, while support to harmonization of legislation with 5 EU Water Directives according to the CEPA implementation roadmap was provided. On 10 July 2020, the Minister of Environment Decree was officially adopted on “Ensuring the implementation of the water quality and resources management area of the road map of implementation of CEPA”. Amendments to the Water Code were initiated. Capacity-building workshop on data solutions for evidence-based policy and stakeholder collaboration identified key elements needed to develop data solutions to support energy transition of buildings for Armenia, based on the case study of the respective territory and insights from international experience.



UNIDO supported Amasia Wool Factory (Shirak region) on application of innovations and renewable technologies in agro-processing sector by equipping the factory with a solar water heater. ©UNIDO Armenia

2020 interventions encompassed **low carbon and “green economy” initiatives**. Among others, the NDC update document was submitted to the government with appropriate justification of greenhouse emissions targets until 2030. As a basis for effective public resource allocation mechanisms, climate tagging and budget performance assessment were piloted in Armenia. To promote energy efficiency (EE) in buildings, a regulatory framework was upgraded and incentives for EE retrofits were included into State Subvention Program. As a result, \$20 million was allocated from state budget and retrofitting works started in 32 residential

buildings in regions of Armenia. A total of 406 families benefited from alternative solar energy systems in rural areas. As a result of this, around 1,223,200 kWh of “green energy” will be generated annually by solar system, reducing 536 tons of CO₂ eq. emissions. Energy passports for six different multifamily apartment buildings were developed as a measured baseline for existing buildings, and for 3 of them as the tool for monitoring of energy consumption. With the aim to support the MABs’ management bodies, a concept note on MABs’ Resource Centers has been developed and shared with the GoA. Moreover, to capacitate communities with the efficient management system for energy consumption, “Guideline on Introduction of Energy Management System and Energy Manager’s Institute” in communities was developed, piloted, and shared with the relevant state and municipal authorities.



UN RC Shombi Sharp and Anna Hakobyan, Chair of the Board of Trustees of My Step Foundation, participated in a clean-up event organized by the Foundation and the Ministry of Territorial Administration and Infrastructure within the framework of the “Plastic free Armenia” programme. ©My Step Foundation

Upscaling of energy-efficient street lighting activities was ensured in partnership with the Yerevan Municipality. As a result, about 860 t CO₂eq. emissions were reduced in Yerevan due to installation of 3274 LED luminaries in ten main streets and two districts.

UNDP facilitated **access to affordable and green energy sources** of municipalities hosting spontaneous arrivals from Nagorno Karabakh through deployment of green emergency energy solutions. Joint efforts of UNDP’s on-going initiatives, complemented by the UNDP crisis response fund, resulted in installation of 3 photovoltaic systems

with overall 200 kW capacity in Goris, Tegh communities of Syunik region and Akunq community of Kotayk region. Savings, accumulated from the operation of the PV systems, will be directed by beneficiary communities for subsidizing utility bills of hosting families or facilities. Local Governments also benefited from the UNDP reimbursement of 1-month utility bills for 64 facilities hosting spontaneous arrivals in Syunik region. Besides, 65 Families/400 people in 6 shelters benefited from access to heat and hot water due to 12 solar heaters. Around 30 families in Lori region received 60 tons of biomass-based briquette fuel for heating.

A total of 16,026 people (6,931 men, 9,095 women) became direct beneficiaries of the ongoing 23 projects directed towards **sustainable consumption and production**. As such, over 65 kW PV and 68 solar thermal systems were installed and 510 LED lamps for street lighting were replaced, ensuring up to 70% of energy saving in 12 communities. Fifteen public charging stations for Electric Vehicles (EV) were installed in 8 regions. Additionally, four Green Technologies Education Centers for Young Practitioners became operational in Lori, Shirak, Tavush and Gegharkunik regions. Outdoor pavilions were also installed, allowing discontinued educational process for over 70 students; and 2 innovations on green energy solutions were replicated and scaled-up through state subventions in 7 communities of Lori region.

Generation of “Green” jobs was another focus of UN attention: In 2020, 29 women and 47 men benefited from green jobs resulted from community-based small grants activities in climate-smart agriculture, agro-processing and eco-tourism. Besides, around 250 local people benefited from temporary jobs by engagement in forest and pasture restoration activities; while 21 persons got permanent employment in a community biomass-based fuel production facility and two small agro-processing units established by UNDP.

The **production of greener products** and circular economy policies and practices were

part of the overall effort. Particularly, as part of EU4Environment Project, UNIDO launched the monitoring of Regional Comprehensive Economic Partnership (RECP) results in 10 companies as well as supported the government in the implementation of the Global Environmental Conventions. As part of the Global Environment Facility GEF-funded project, 2000 pieces of equipment potentially contaminated by PCB were identified and inventoried, 2000 oil samples were screened, and GC/ECD analysis was launched. **Institutional Strengthening of the National Ozone Unit** targeted monitoring and reduction of ODS consumption, and efficient and timely data collection, reporting, supervision. UNIDO also supported Amasia Wool Factory (Shirak region) on application of innovations and renewable technologies in agro-processing sector by equipping the factory with a solar water heater, which is expected to expand the processing volumes, significantly reduce production cost of the yarn, and make the final product more competitive in the local and international markets.

Green solutions were high on WFP agenda as well. In 2020, WFP supported nine small scale agri-businesses with installation of solar stations. Thanks to solar stations small scale farmers faced lower production costs, greater post-harvest processing, increased profit margins and better competitiveness in the market. Importantly, solar generated electricity can be transformed into monetary value and used to fund other needs in the community. For example, in Shirak 33% of the generated electricity was sold and used to fund the school feeding programme. In 2020, WFP launched the school agriculture project that would see 39 schools selected to receive food production infrastructure in the form of greenhouses, intensive orchards with fruit drying, and berry gardens with freezing technology. Beyond the provision of green houses and solar panels, the communities and implementing partners also had access to technical expertise and trainings related to green solutions.

2.3. Support to Partnerships and Financing the 2030 Agenda

To promote SDG integration and sustainable investing in the context of the Decade of Action, UNCT strengthened the interagency cooperation through new joint programmes, successfully mobilizing funds from the COVID-19 Response and Recovery Fund, Joint SDG Fund, and others.

UN Covid-19 Response and Recovery Fund has been instrumental in elevating the implementation of Joint programmes in UNCT Armenia. The collaboration of the agencies under the overall coordination and guidance of the Office of the Resident Coordinator (UNRCO) resulted in two successful project submissions aimed at marginalizing the impact of COVID-19 pandemic on vulnerable groups and empowering women to build back better.

In 2020 for Socio-economic response and recovery purposes, along with projects reprogramming of \$8,325,730 in total, UNCT in Armenia, under RC leadership, mobilized in total \$15,474,164 for 38 new projects aimed at mitigating and building back better from the COVID-19 socio-economic impact. Resource mobilization strategy hinged on:

- expanding and deepening relations with country-based development partners
- diversifying the donor base
- strategizing on communication and ensuring donor visibility

As part of this effort, substantive support was provided to GoA to strengthen COVID-19 response coordination, monitoring of virus transmission, capacity enlargement for testing and treatment, as well as for the enhancement of healthcare facilities, risk communication and data collection for more targeted response. In this regard, collaboration with

the offices of the two deputy prime ministers has been instrumental for needs assessment and channelling support.

Through Multi-Sector Response Groups, UNCT supported the Government to ensure access to online education by provision of electronic devices, strengthening instruction in distance learning through supporting the development of individualised education plans development, disaster risk management capacity development in kindergartens and pre-schools, nutrition sensitive food/cash transfers to vulnerable populations and importantly, a range of initiatives have been taken to strengthen security, stability and resilience in bordering communities.

In collaboration with other development partners, regional infrastructure was strengthened, and support was provided to capacitate SMEs most severely hit by COVID-19 pandemic, aiming at skills development, employment generation, as well as income generating opportunities for women and older people from vulnerable groups. The International Monetary Fund provided valuable policy expertise that informed the UNCT Multi-Sector Response efforts and contributed substantially to the development and operationalisation of the SERRP as a co-lead agency of SERRP Pillar 4.

During the COVID-19 pandemic and the escalation of the hostilities in and around NK, EU continued to be an instrumental partner for the UN. WHO partnered with EU to support the healthcare system struggling with the pandemic. EU and UN continue collaboration and support the GoA in developing the Mid-Term Recovery Plan vis-à-vis country recovery from the consequences of Covid-19. The EU and UN are also aligning the priorities for long-term programmatic engagement in

the country through consultations over the UNSDCF and EU Multi-annual Programming Document (MIP) 2021-2027.

Within the interagency response to the impact of the escalation of hostilities in and around NK, in total, 85 partners joined forces to provide support to people in a refugee-like situation in need of humanitarian aid, including 15 UN agencies, 32 international NGOs, 26 national NGOs, three intergovernmental organisations, three government entities and six international organizations. This Inter-Agency Response Plan (IA-RP) brings together 35 appealing partners.

The multi-agency joint programme on SDG financing within its portfolio of new projects enabled better targeting towards 2030 Agenda. It provided versatile and innovative elements to the overall COVID-19 recovery plan and SDG implementation. Using analytical approaches such as the Development Finance Assessment and the Integrated National Financial Framework, the UN in Armenia embarked on supporting the GoA in optimizing its public finance management frameworks and foster complementary policymaking for more effective targeting of foreign direct investments and oversees development aid for a green and resilient recovery and accelerated progress towards the SDGs.

2.4 Results of the UN working more and better together: UN coherence, effectiveness and efficiency

In the second year of UN reform, the UNCT has been steadily adopting 'new generation' approaches. Several notable areas include:

- **Common Country Analysis (CCA) – UNSDCF – UNCT Configuration Continuum:**

To develop a **new generation CCA**, RCO tapped into the expertise and capacities available across the entire UN System, with more than 15 UN entities contributing to the collective analysis of the country's situation. To have a holistic assessment on who is being left behind and why, the CCA drew from consultations organized around the five factors behind exclusionary processes (discrimination, geography, vulnerability to shocks, governance and socio-economic status) and benefited from discussions with more than 50 CSOs, representing people faced with different forms of deprivation, disadvantage and discrimination. The CCA for Armenia exceeds the UNCT-SWAP Scorecards minimum requirements, containing strong integration of gender analysis throughout all sections, including targeted gender analysis of those most left behind.

The CCA fed into the design of the **revitalized UNSDCF for Armenia** which also benefitted from consultations with a broad range of stakeholders, including resident and non-resident UN agencies, GoA, line ministries, CSOs, IFIs, development partners, private sector, academia and international NGOs, as well as feedback of people living in Armenia directly generated through the UN75 Global Survey. In Armenia, the Internal Gender Theme Group (IGTG) was reactivated during the drafting of the CCA. The mandate of the IGTG was broadened to also include the function of a Results Group in relation to the stand-alone outcome on gender equality and women's

empowerment (GEWE) in the UNSDCF. As part of the IGTG contribution, the development of the stand-alone outcome as well as support to the integration of GEWE in the other UNSDCF outcomes was coordinated. According to the UNCT-SWAP Gender Equality Scorecard annual progress report for 2020, the UNSDCF exceeds the minimum requirements, visibly mainstreaming GEWE across all outcome areas and having a dedicated outcome on GEWE.

UN entities' country programming instruments were developed in line with the strategic approach, priorities and interventions of the UNSDCF. UNDP, UNICEF and UNFPA Country Programme Documents (CPDs) outcomes **reflect the UNSDCF outcomes verbatim** and there is an agreement among other UNCT entities to also **directly derive their agency-specific country programme instruments from the UNSDCF results**. On the other hand, the elaboration of the CF also benefitted greatly from a series of multi-stakeholder consultations and assessments conducted by UN individual agencies, including UNDP, UNICEF and UNFPA, in preparation of their country programmes. Thus, the development of the UNSDCF and agency CPDs was mutually reinforcing, allowing for reduced transaction costs.

Following the UNSDCF formulation process, the UNCT undertook a **configuration exercise** to assess its capacities and resources required to deliver on the UNSDCF results for Armenia. The review of UNCT configuration offered a collective statement and commitment by 19 resident and non-resident UN entities to contribute coherently and effectively to the achievement of the results set in the 2021-25 UNSDCF. Six out of nineteen agencies (UN WOMEN, IOM, OHCHR, UNDRR, UNODC, UN HABITAT) had not been signatories to the

2016-2020 UNDAF but they will sign the 2021-2025 UNSDCF and deliver across its results as UNCT members for the new cycle.

- **SDG implementation, strategic financing, and partnerships**

To foster integrated policy solutions and to enable evidence-based advice to national government, UNCT continued strengthening the national SDG planning and statistical capacity (e.g., ArmStat & SDG Lab). Specific support was provided to the Government in reporting on the SDG implementation, establishing a new National SDG Council, and support to the 2nd SDG implementation Voluntary National Review.

UN in Armenia continued the established practice of facilitating donor coordination and collective engagement of international partners through the Development Partners Coordination Forum (DPCF), co-chaired by the Deputy Prime Minister and the UN RC. Launch of the on-line Development Assistance Database (DAD) was an important step in allowing for integration of information on projects and programmes of international partners and aligning those with government priorities, international commitments and SDGs. UNCT strengthened focus on joint programming to leverage resources towards increased SDG aligned investments (e.g., pooled funds) combined with enhanced tracking systems to ensure alignment between different development tracks (ie. Resource allocation for national development plans).

2.5 Evaluations and Lessons Learned

In 2020, the final evaluation of the 2016-2020 UNDAF was completed, timed to advise on the overall strategic positioning of the UN in Armenia. The evaluation served as an opportunity to learn from past and current work, identify priorities for future collaboration with partners and inform the design and implementation of the 2021-2025 UNSDCF for Armenia. The evaluation was undertaken by an external, independent evaluation team from November 2019 to May 2020.

The UNDAF evaluation process was quality assured internally, supported by RCO, UNCT, the newly established UN Armenia Inter-Agency M&E Group as well as UN Women Regional Office for Europe and Central Asia Evaluation Specialist. Additionally, the UNDAF evaluation final report, along with other evaluation products, was submitted for external quality review. The report, as assessed by Universalia independent quality control institution, was rated “satisfactory” across all the dimensions of the assessment, while the “evaluation conclusion and lessons learnt” section was rated as “highly satisfactory”, exceeding UNEG standards for evaluation reports.

UNCT formal Management Response followed the finalization of UNDAF Evaluation, as a written record of UNCT response to each recommendation and related follow-up mechanisms. The subsequent Management Response Plan envisages actions to:

- **Remain flexible and responsive to the needs and priorities of the people living in Armenia**, including consultations with a broad range of stakeholders as well as annual and ad-hoc review procedures to monitor the progress of the 2021-2025 UNSDCF in the face of evolving national circumstances, with special focus on young people and most vulnerable groups.
- **Focus new UNSDCF on the most critical**

root factors impeding progress towards SDGs, based on a robust analysis of country needs and opportunities, informed by the 2016-2020 UNDAF Evaluation, UN’s Common Country Analysis (CCA), Socio-Economic Impact Assessment for Armenia, as well as vulnerability and other relevant assessments conducted by UN, IFIs and other stakeholders.

- **Strengthen the functioning of the UNDAF/UNSDCF Steering Committee and the Results Groups**, ensuring genuine involvement of national partners in all activities, from planning to implementation of interventions.
- **Intensify UNCT normative work** as one of its comparative advantages, ensuring that gender equality and the empowerment of women is clearly addressed through gender-specific outcomes and integration of gender across all outcomes. Similarly address the commitment to groups left behind and HRBA.
- **Strengthen joint planning, programming, monitoring, and results reporting practices**, including through transitioning from excel-based reporting to UNINFO digital monitoring and reporting system.
- **Expand partnership with CSOs** to strengthen their capacities across main functional areas, including their watchdog role, while engaging them in policymaking processes and implementation of SDG related priorities.

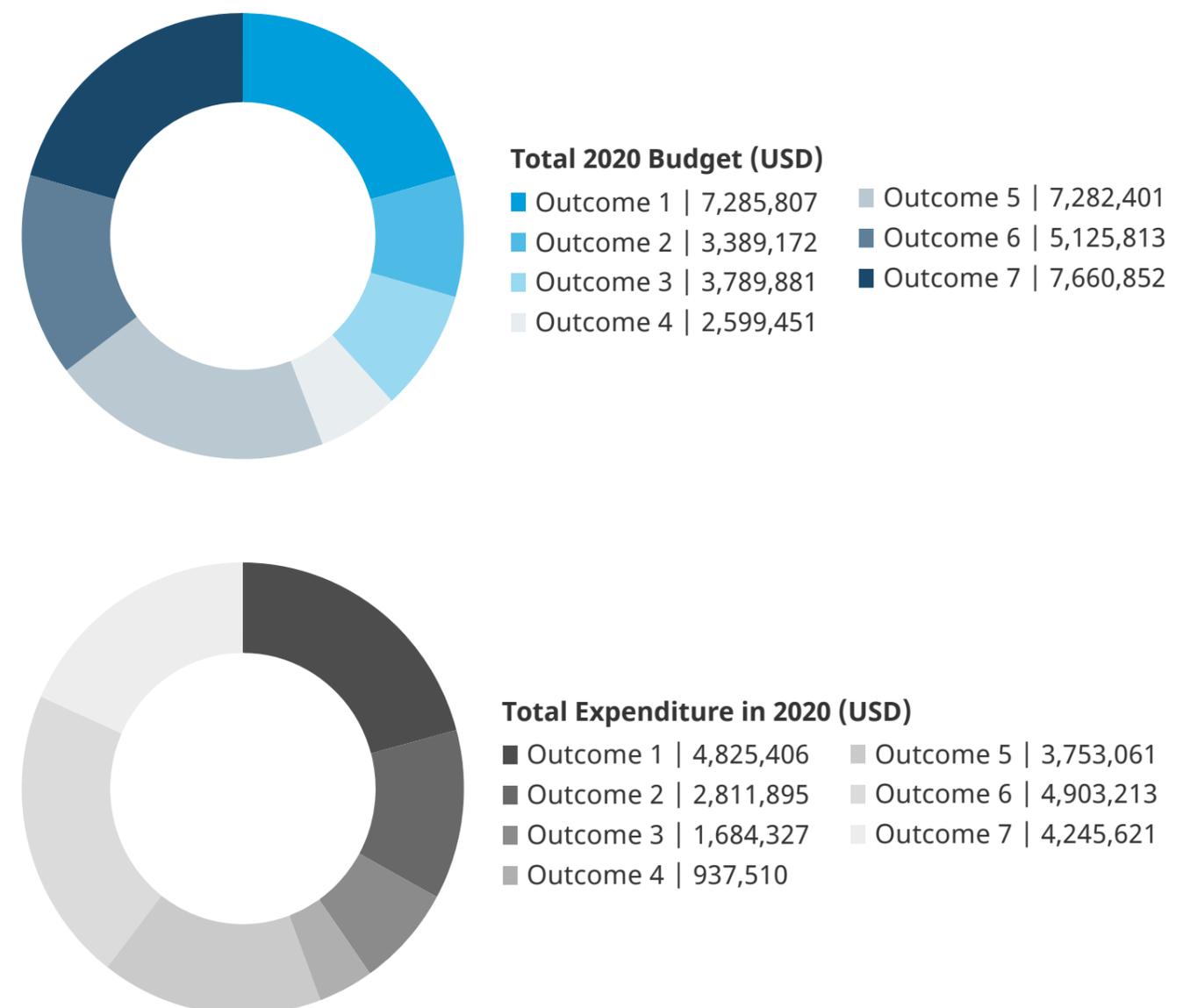
The implementation of the Management Response will be monitored throughout the course of UNSDCF implementation. A final independent evaluation of the 2021-2025 UNSDCF will be carried out in 2024 (penultimate year of UNSDCF implementation) with adequate timing and focus to ensure cross-fertilization with UN individual agencies’ country programme evaluations, as well as to reduce transaction costs for the stakeholders involved.

2.6 Financial Overview and Resource Mobilization

The UNDAF for 2020 had an actual budget of USD 37 million, including available core and non/core resources as well as resources mobilized over the course of 2020. By the end of 2020, UNCT expenditure amounted to USD 23 million, reaching a delivery rate of 62

percent, with the balance carried over to 2021. At the outcome level, highest investments were made in the fields of health, sustainable economic development and environmental sustainability respectively (See Figure 7).

Figure 7: Total Delivery in 2020, Disaggregated per UNDAF Outcomes



Chapter 3: UNCT Key Focus for 2021



SDG Implementation:

In 2021, UNCT in Armenia will enter the new UNSDCF cycle designed over the course of 2020. Underpinned by a strong analytical foundation and inclusive dialogue, the UN has prioritized eight development outcomes aiming to improve people's well-being and capabilities; to foster economic "green" transformation; to strengthen responsive and effective governance systems; as well as to increase gender equality and women's empowerment. The agreed priority areas and development outcomes are illustrated in Figure 8 and will frame the UN system's contributions to the achievement of sustainable development in Armenia in the coming five years, starting 2021. Upon UNSDCF launch, the framework will be digitized on UN INFO platform to capture the implementation progress and UNCT collective results.

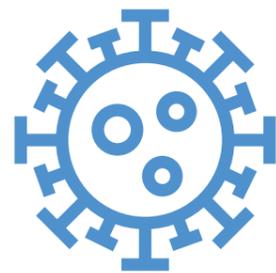
UNCT will intensify support to national government efforts to align national strategic development frameworks, including Armenian Transformation Strategy and Sectoral Strategies, with the national SDG framework. Country's SDG nationalization process and policy alignment will be promoted particularly through engagement with the newly established National SDG Council and line ministries as well as collaboration with the Ministry of Finance to facilitate the introduction of SDG budgeting and coding. Capacity development and policy guidance will be offered in preparation for tentative 2022 Voluntary National Review (VNR) reporting. UNCT will engage in greater collaboration with IFIs on country diagnostics and sectoral assessments as well as foster greater in-house capacity for integrated policy analysis and joint programming geared towards national SDG implementation and financing. In 2021,

UNCT will support Armenia in achieving land degradation neutrality strategy targets. Among the key priorities are: rural green growth, increased national forest cover and carbon removal from forests, reforestation and afforestation, as well as introduction of sustainable and climate adaptive forest management.

Under the overall UN RCO leadership, UN entities will continue implementing several joint projects that were initiated in 2020, strengthening partnerships for increased impact, including:

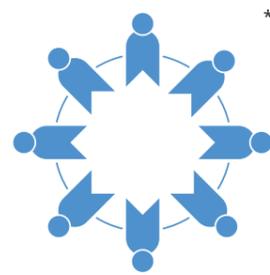
- The Joint SDG Fund: "Making Finance Work for Transformative Change in Armenia: Unlocking Finance for Armenia 2030 Armenia" implemented by UNDP UNICEF, WFP
- UN COVID-19 MPTF: "Living with COVID-19 while implementing Agenda 2030: Enhancing resilience and safeguards through mitigating the socio-economic impacts on people and communities in Armenia" implemented by UNDP, IOM, UNICEF and UNFPA and support from UNHCR, FAO and UNIDO
- UN COVID-19 MPTF: "Accelerating women's empowerment for economic resilience and renewal: the post COVID-19 reboot in Armenia" implemented by UNDP, UNICEF, UN Women and UNIDO
- EU-funded "The Leadership Development (LEAD) Programme" implemented by UNDP and FAO
- UK CSSF FUND: "Strengthening Stability and Resilience of the Bordering Communities in Vayots Dzor, Gegharkunik and Syunik Regions- phase 2" implemented by UNDP and UNICEF
- UN Trust Fund for Human Security: "Enhancing Human Security and Building Resilient Societies in Disadvantaged Communities of Armenia" implemented by UNICEF, FAO, IOM, WFP and UNIDO
- UN ROAD SAFETY FUND: "Re-framing Road Safety in Armenia: connecting data, people and policies on Armenian roads" to be implemented by UNDP, UNICEF, with support from WHO.

UNCT will engage in the development and implementation of new programmes and projects, applying integrated approaches and solutions for more systemic and transformative results.



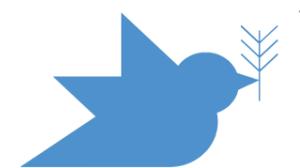
COVID-19 Response:

The COVID-19 pandemic has severely affected Armenia’s people, communities and economy, deepening the pre-existing inequalities. In 2021, UNCT [COVID-19 Socio-Economic Response and Recovery Plan \(SERRP\)](#) will offer mid-term interventions to effectively mitigate the socio-economic impacts of COVID-19 in Armenia, to save lives, protect people and communities leaving no one behind, while building back better and greener. As part of this effort, the UN COVID-19 Response and Recovery Multi-Partner Trust Fund (MPTF) funded Programme will continue supporting Armenian communities and persons who were severely impacted by the pandemic, with particular inclusion of children, women, older persons, and groups in vulnerable situations. In addition, the “Accelerating women’s empowerment for economic resilience and renewal” project funded by MPTF will empower women and girls in the most vulnerable and marginalized contexts to act as agents of change during and in the aftermath of the COVID-19 pandemic through targeted gender-responsive actions. The UNCT will continue to work with the Government in expanding the social protection floor and also include focused shock responsive dimensions into social safety nets. The UNCT will also facilitate COVID-19 vaccine deployment to the country and support in cold-chain strengthening and risk communication.



Leaving No one Behind, Human Rights and Gender Equality:

As a central promise of 2021-2025 UNSDCF, leaving no one behind, including those affected by conflict, gender equality and women’s empowerment, youth empowerment, resilience, human rights-based approach to development and sustainability will guide the work of the UN in all its programming. The contributions to each UNSDCF outcome will take into consideration the recommendations arising from international human rights mechanisms, the Universal Periodic Review (UPR). The new UNSDCF, with a standalone outcome and cross-pillar integration of gender equality will aimed at enhancing equal opportunities across the economic, political, and social spheres. Additionally, UNCT will advance the UN Resolutions 2250 on Youth, Peace and Security and 1325 on Women, Peace and Security agenda through organizing a youth conference and establishing 1325 subgroup under External Gender Theme Group.



Operationalizing SGs Prevention Vision

The military hostilities which broke out in and around NK in September 2020, aggravated an already fragile socioeconomic situation in Armenia, compounded by the impact of COVID-19. Approximately 90.000 persons from the NK conflict area have been displaced, a lot of civilian property damaged, destroyed, or lost (data as per 8 December 2020). Most of them currently reside in different marzes (regions) of Armenia and are either hosted

privately or accommodated in collective shelters. Under the leadership of the UN RCO and UNHCR, the [Inter-Agency Response Plan \(IA-RP\)](#) for Armenia has brought together 35 humanitarian partners. In 2021, UNCT will continue fostering effective coordination and partnerships to work jointly and inclusively with local and international humanitarian and peace actors to contribute to building resilience, prevention, and sustaining peace. The UNCT will focus on responding to the immediate needs of the displaced population and selected host communities through improving access to MHPSS, health/nutrition, education, social and child protection services, including through cash support. Conflict sensitive programming will also be facilitated as part of the 2021-2025 UNSDCF implementation, based on solid political, conflict and risk analysis, including regular political and early warning updates, issue briefs, crisis risk analysis, peacebuilding-related social media monitoring, etc.



Strategic Financing and Partnerships:

While it is essential that the immediate threats posed by the pandemic and conflict are tackled, it is also imperative that the prioritized development results are not derailed and are effectively resourced. Accompanying the new UNSDCF, UNCT will develop the UNSDCF Funding and SDG Financing Strategy, mapping the public, private and development

financing landscape in Armenia. As part of the SDG financing portfolio, UNCT will also prepare a Development Finance Assessment (DFA) report and Integrated National Financial Framework (INFF) roadmap, as well as operationalize the Donor Assistance Database (DAD) to improve donor assistance coordination, transparency, and result-reporting. The UN will also contribute to the strengthening of the Public finance management system, supporting the Ministry of Finance to adjust the 2022 Medium-Term Expenditure Framework and to introduce budget methodological instructions for better policy-budget alignment. Recognizing the insufficient SDG financing by the private sector, UNCT will explore partnerships with the private sector and advocate for their engagement in the Global Compact.



Business Innovation:

A new Business Operation Strategy (BOS) for 2021-25 will be launched to accompany the new UNSDCF. The results-based BOS will focus on joint business operations with the purpose of eliminating duplication, leveraging the common bargaining power of the UN, and maximizing economies of scale. The number of common services will be further increased to step up joint work in the areas of common procurement, administration, logistics, human resources, finance, and ICT.

* Joint SDG Fund Icons

2021-2025 UN Armenia Cooperation Framework Results and Strategies Diagram

